Request for Proposals (RFP) GFD-001-2019 for Professional Services for the Design, Installation, Operation, and Maintenance of a Next Generation 9-1-1 System and Integrated Computer Aided Dispatch System

ISSUED BY: Guam Fire Department
238 Archbishop Flores Street
DNA Building, Suite 1001
Hagatna, Guam 96910

PROPOSAL NO: RFP#GFD-001-2019

ISSUE DATE: January 11, 2019

LAST DATE TO OBTAIN RFP: January 18, 2019

PROPOSAL SUBMISSION DEADLINE: March 1, 2019

NAME AND LOCATION OF PROJECT(S):
Guam Fire Department E911
Guam Homeland Security Building
221B Chalan Palasyo
Agana Heights, Guam 96910

Single Point of Contact: Mr. Paul Rolinski
GUAM FIRE DEPARTMENT/E911 BUREAU
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I. INSTRUCTIONS TO OFFERORS

PURPOSE

The Guam Fire Department ("GFD") is seeking an experienced and qualified Offeror to provide Professional Services to design, install, maintain, and operate a new Next Generation 9-1-1 and integrated CAD System for GFD ("Project").

1. NG9-1-1 Professional Services. GFD seeks a provider of a flexible Internet Protocol ("IP") based system, commonly known as Next Generation 9-1-1 or NextGen 9-1-1 ("NG9-1-1") system and an integrated Computer Aided Dispatch ("CAD") system (collectively, "System"). This provider will offer professional services to GFD and will be responsible for the design, installation, maintenance, and operation ("Services") of the System for the duration of the contract entered. Through such Services, every person located in Guam will have an efficient and reliable means of reporting emergencies. Obtaining a cost effective and dependable integrated CAD and NG9-1-1 System and Services is of critical importance to Guam’s overall effort to safeguard the health, safety, and welfare of persons within Guam.

2. NG9-1-1 System Functions. GFD seeks to acquire a private and secure IP network infrastructure, called an emergency services IP network ("ESInet"), and associated services. This network and services will interconnect Public Safety Answering Points ("PSAPs") and other points-of-interconnection ("POIs"). This IP network must have characteristics appropriate for public safety use, including high availability and the real-time delivery of 9-1-1 calls, as spelled out in the requirements herein. GFD also seeks to acquire a complete NG9-1-1 call delivery system, including appropriate IP and NG capable PSAP premise equipment. This delivery system will range from legacy network gateways up to and including call taker workstations, answering position equipment, and associated services. This NG9-1-1 system shall be viewed as an application utilizing the resources of the ESInet.

3. CAD System Functions. GFD seeks to acquire a private and secure CAD system which can be fully integrated and function with the NG9-1-1 system.

4. Provider Responsibilities. Provider will design, select, engineer, install, maintain, operate, and support all equipment, software, and materials necessary to migrate Guam's Enhanced 9-1-1 ("E9-1-1") system from its current fixed telephony-based system to the integrated NG9-1-1 and CAD System and to provide the NG9-1-1 and CAD System Services requested by this RFP, as well as ensuring that the new equipment, software, and materials are inspected, managed, and maintained in good working order for the term of any contract entered as a result of this RFP. Provider will also provide all necessary training and ongoing technical support. It will be the provider's sole responsibility, at no further cost to GFD, to repair, refurbish, or modify all equipment, software, and materials furnished under the awarded contract to the extent necessary for the provider to meet all of its obligations under the awarded contract in a timely fashion. From GFD’s perspective, this is to be a complete turnkey solution. The successful Offeror will be a provider with a
robust team of communications professionals with operational, managerial, and technological expertise related to E9-1-1, including NG9-1-1 and CAD.

**TYPE OF CONTRACT TO BE OFFERED AND TERM**

The estimated time for performance of the design and installation services contained in the Scope of Services in this RFP is one (1) year, with a maintenance and operation period of approximately two (2) years, and possible renewal or extension periods of up to an additional two (2) years. The ability to purchase the system after design and installation is also imperative. Therefore, any contract that results from this solicitation will be a multi-term professional services contract for the design, installation, maintenance, and operation of a new NG9-1-1 system and integrated CAD system, which includes a lease of the System/equipment with an option to purchase.

1. Initial Term. The initial term of the contract shall be for three years. The date on which the Governor signs the contract will be the effective date of the contract. Services shall begin upon the date that GFD issues a written Notice to Proceed (“NTP”) to the awarded contractor (the “Initial Term”). After the Governor has approved the contract by executing it, GFD will issue the NTP to notify the awarded contractor that Services may begin.

2. Renewal Maintenance and Operation Terms. At the sole option of GFD, and upon satisfactory performance by the awarded contractor, the contract may be renewed or extended for any number of time period(s) determined to be in the best interests of the government of Guam, for a total of up to two additional years (each renewal being a "Renewal Term") for the purposes of continued maintenance, support, and/or operation of the installed System. Any renewal of the contract for continued Services may be subject to negotiation or may be on the same terms and conditions and pricing as in effect under the existing contract.

3. No Cost Extension Terms. Should the awarded contractor require additional time to complete any contract objectives, for good cause, and at the sole option of GFD, the resulting contract may be extended for one No Cost Extension Term of up to six (6) months with no additional obligation of any funds by GFD. If GFD elects to extend the contract under this provision, the No Cost Extension Term shall be exercised by GFD through the execution of a written determination signed by the Procurement Officer and placed in the contract file prior to the end date of the period of performance of the contract. Any No Cost Extension shall not be subject to negotiation. The No Cost extension shall be on the same terms, conditions, and pricing as in effect under the existing contract, but at no additional cost to GFD and no additional obligation of funds.

4. Option to Purchase. At the sole option of GFD, GFD shall have the option to purchase the NG9-1-1 system and/or integrated CAD system at the fair market value price of the system(s) at the time of purchase. This option may be exercised by GFD at any time throughout the duration of the awarded contract or during any extensions or renewals.
All renewals, extensions, Renewal Terms, No Cost Extension Terms, and Options to Purchase are subject to the availability of funds. In no case shall any extension or renewal extend the total term of the contract beyond five (5) years. Unless cancelled for lack of funds, terminated, renewed, or extended prior to expiration, the contract shall expire at the end of the Initial term or at the end of any subsequent Renewal Term, any subsequent Extension Term, or any No Cost Extension term exercised by GFD.

INSTALLMENT PAYMENTS

Offerors submitting Proposals in response to this RFP should be aware that payments for goods and/or Services procured through this RFP will be made in installments agreed upon in the contract and correlated to satisfactory completion and progress of assigned tasks and/or deliverables.

REQUEST FOR PROPOSALS PACKAGE AND FORMS

The Request for Proposals package and forms are available on GFD’s website at the following web address: gfd.guam.gov. Hard copies of the Request for Proposals package will be available at the Office of the Deputy Fire Chief, 238 Archbishop Flores Street, DNA Building, 10th Floor, Suite 1001, Hagatna, Guam between the hours of 8:00 a.m. – 11:45 a.m. or 1:00 p.m. – 4:00 p.m. Chamorro Standard Time (C.S.T.), Monday through Friday (excluding official government of Guam holidays and weekends), from January 11, 2019 until January 18, 2019. All required forms attached to this RFP must be completed, executed by the authorized representative of the Offeror, and included with the Offeror’s Proposal.

NO PRE-PROPOSAL CONFERENCE/SITE VISIT

No Pre-Proposal Conference or site visit is scheduled to be held. GFD reserves the right to conduct a Pre-proposal Conference or Site Visit at any time prior to the date for the submission of Proposals. GFD will notify all Offerors of any substantive modification in this schedule. GFD may extend any applicable dates or due dates if any circumstance or information makes compliance with any of the original proposed due dates impractical.

NO PRE-PROPOSAL DISCUSSIONS WITH OFFERORS

No oral discussion, explanation, or instructions in regard to the meaning of any provision of this RFP will be allowed or given on or before the submission due date for all Proposals.

QUESTIONS/COMMUNICATIONS OF OFFERORS PRIOR TO PROPOSAL SUBMISSION AND SINGLE POINT OF CONTACT

Any questions concerning possible discrepancies, omissions, or doubts as to the meaning of any provision of this RFP shall be submitted in writing on or before January 25, 2019 at 4:00 P.M. C.S.T. to the following Single Point of Contact for GFD:

The Guam Fire Department
Written answers to all timely and properly submitted written questions shall be provided within a reasonable time prior to the submission due date for Proposals. GFD will notify all Offerors of any substantive modification or clarification provided in response to any timely and properly submitted written questions. GFD may extend any applicable dates or due dates if any circumstance or information significantly amends the solicitation or makes compliance with the original proposed due dates impractical. GFD is not required to respond to untimely or improperly submitted questions or communications.

No other oral or written communications concerning possible discrepancies, omissions, objections, or doubts as to the meaning of any provision of this RFP shall be submitted to GFD at any time prior to the submission date for Proposals, except as permitted by Guam’s Procurement Law and Guam’s Procurement Rules and Regulations. Any communication initiated by an Offeror other than a timely submission of permitted pre-proposal questions: 1) shall contain a citation to the Guam code section or Guam procurement regulation that authorizes the communication; 2) shall be submitted in writing; and 3) shall only be communicated to the above-designated Single Point of Contact. GFD is not required to respond to any communication that does not comply with the requirements of this paragraph, or any communication that is untimely. GFD will notify all Offerors of any substantive modification or clarification of the solicitation provided in response to any properly submitted communication, as permitted by law. GFD may extend any applicable dates or due dates if any circumstance or information significantly amends the solicitation or makes compliance with the original proposed due dates impractical.

OTHER COMMUNICATIONS

Discussions after the submission due date for Proposals and prior to award for the purpose of clarifying and/or modifying timely Proposals submitted by the Offerors are permitted in accordance with 2 GARR, Div. 4 § 3114(i) and/or 2 GARR, Div. 4 § 3116. (See also General Terms and Conditions, Clarification/Discussion of Proposals.)

Direct or indirect contact or communication concerning this RFP with any other GFD employees, other employees or representatives of the government of Guam who are participating in the solicitation process, or any other person participating in the solicitation process is strictly prohibited at all times during the solicitation process and prior to award of the contract, unless such contact or communication is specifically authorized by Guam’s Procurement Law and Guam’s Procurement Rules and Regulations.
SUBMISSION OF PROPOSALS AND DUE DATE

Sealed written Proposals shall be submitted including one (1) fully executed original and five (5) copies. Faxed or E-mailed Proposals will not be accepted. Failure to submit the required forms in the number or format required may be cause for rejection of Proposals. Proposals shall include a narrative and statement of qualifications, which consists of responses to the Proposal Factors corresponding to each Evaluation Factor listed in the Evaluation Factor Table contained in this RFP. See the Proposal Format and Content paragraph and Evaluation Factor paragraphs for further details and instructions on the Proposal narrative and statement of qualifications.

By submitting a Proposal, the Offeror agrees, if selected for negotiations, to accept the terms and conditions incorporated in this RFP, and to be bound by Guam’s Procurement Law and the Guam Procurement Rules and Regulations. The Offeror further agrees that the Proposal offer shall remain firm and may not be withdrawn for one-hundred twenty (120) days after the conclusion of discussions, except as permitted by Guam’s Procurement Law. In no case will failure to inspect or review constitute grounds for a claim or for the withdrawal of a Proposal after opening. Proposals conditioned upon receiving award of both the contract being solicited in this RFP and another contract will be rejected as non-responsive.

Proposals must be received not later than March 1, 2019, 4:00 p.m. Chamorro Standard Time. Proposals received after the closing time for receipt will not be considered. Office hours for receipt of proposal are Monday through Friday (excluding government of Guam Holidays), 8:00 a.m. to 11:45 p.m. and 1:00 p.m. to 4:00 p.m. Proposals may be hand delivered, delivered by mail, or delivered by courier service to:

Guam Fire Department
Office of the Deputy Fire Chief
238 Archbishop Flores Street
DNA Building, 10th Floor, Suite 1001
Hagatna, GU 96910

Each Offeror submitting a Proposal for any portion of the Services covered by the RFP, the Proposal, or the Proposal Documents shall execute all required affidavits and certification forms in the form provided with this RFP. Such affidavits and certification forms shall be attached to the Proposal. Any forms that are required to be notarized must be notarized no more than thirty (30) days prior to submission of the Proposal. Failure to submit all required forms may result in rejection of the Proposal.

PROPOSAL FORMAT AND CONTENT

All Proposals and Proposal Documents must be submitted in writing. Interested Offerors shall submit their written Proposals and Proposal Documents in a sealed envelope to include one (1) original and five (5) copies. The outer envelope shall be marked in bold letters: “Proposal for RFP GFD-001-2019 for Professional Services for the Design,
The Proposal must include:

- A cover letter on the Offeror’s letterhead, referencing RFP# GFD-001-2019, and listing the legal name of the Offeror, location of Offeror’s principal place of business, location of the formation of Offeror’s business entity, and current place(s) of operation and other projects. This cover letter must be signed in the legal name of the Offeror and by an authorized officer, representative, agent or employee of the Offeror, who has authority to bind the Offeror. Proof of authority to bind the Offeror may be requested by GFD;
- A detailed plan describing the proposed System and plan for performance of the Services listed in the Scope of Services;
- A statement of the abilities, qualifications, and experience of all persons who would be assigned to provide the Services under this RFP;
- A statement of the availability and capacity of the Offeror to perform the Services described in this RFP;
- A listing of other contracts under which services similar in scope, size, or discipline to the Services described in this RFP were performed;
- A listing of any other contracts under which any services were performed within the last five (5) years;
- A schedule/timeline for the design and installation of the System as outlined in the Scope of Services.

The Proposal must contain a concise narrative including a statement of qualifications addressing the aforementioned bulleted items, the evaluation criteria set forth in this solicitation, and information described in the Scope of Services. All costs associated with preparation of a Proposal in response to this RFP shall be solely the Offeror’s responsibility. GFD shall not be liable for any costs incurred by a potential Offeror in connection with this RFP. By submitting a Proposal, the Offeror expressly waives any right it may have against GFD for any expenses incurred in connection with the preparation of its Proposal, unless otherwise entitled to such expenses by law.

All Proposals should follow and address each of the evaluation criteria and be complete as to the requested information. Failure to follow the prescribed format or omission of required information may result in a lower score on evaluation. Supporting graphical information, i.e., photos, drawings, illustrations may be provided to support the information given in the Proposal; such material will not be separately evaluated; but may be utilized as supporting documentation.
No Price Proposals or price information may be submitted with written Proposals. Such information will be requested from an Offeror at the time the Offeror is selected for negotiations.

Cost or Pricing Data will be required from any Offeror selected to conduct contract negotiations. Cost or Pricing Data must be submitted prior to the negotiations. A Certification of the Cost or Pricing Data submitted will also be required from the Offeror with whom a successful contract is negotiated. The Cost or Pricing Data and/or Certification of the Cost or Pricing Data shall be separately requested by GFD when required. Neither the Cost or Pricing Data nor a Certification of the Cost or Pricing Data shall be submitted with the Offeror’s Proposal.

The following is a listing of all Proposal Documents that must be completed, signed and/or notarized if required, and included in the envelope with the written Proposals:

- Cover letter referencing RFP#GFD-001-2019, which lists the contents of the Proposal and all required information about the Offeror, as set forth above in this section
- Offeror’s Proposal addressing all informational items and factors required in the RFP
- Proof of any required licensure to perform the Services on Guam (unless not required until a later time pursuant to the terms of this RFP)
- Affidavit Disclosing Ownership and Commissions (AG Form 002) (attached)
- Affidavit re: Non-Collusion (AG Form 003) (attached)
- Affidavit re: No Gratuities or Kickbacks (AG Form 004) (attached)
- Affidavit re: No Gratuities or Kickbacks (AG Form 004) (attached)
- Affidavit re: Ethical Standards (AG Form 005) (attached)
- Declaration re: Compliance with U.S. DOL Wage Determination (AG Form 006) (attached)
- Affidavit re: Contingent Fees (AG Form 007) (attached)
- Certification of Non-Employment of Convicted Sexual Offenders (attached)
- Current U.S. Department of Labor Wage and Benefit Determination (SCA) (attached)
- Subcontractor Utilization Form (attached)

The failure to include any items of information required by this section, or any of these documents and forms with the Proposal may result in rejection of the Proposal. All Proposals and Proposal Documents must be fully completed and signed. Any Proposal Documents that are required to be notarized must be notarized prior to submission, but no more than thirty (30) days prior to submission.

PLAN FOR PERFORMING THE SERVICES AND PROPOSED SYSTEM

As part of the written Proposal, Offerors shall submit a plan for the proposed NG9-1-1 system and integrated CAD system outlining the components, qualities, uses, and benefits of the Offeror’s proposed NG9-1-1 system and integrated CAD system, along with a comprehensive plan for performing the Services, providing as much detail as is practical explaining the Offeror’s proposed System and how any Services contained in the Scope of
Services will be performed and how any objectives outlined in the Scope of Services will be achieved. The Offeror shall describe the advantages of the proposed System and plan, and Offeror’s method for performing the Services, avoiding problems and delays, and resolving conflict. The Offeror’s proposed plan should describe the System and any processes in detail for the functions being addressed, and identify any outstanding issues the proposed solution may present. The proposed plan shall further describe Offeror’s approach to completing this Project on budget, on schedule, with high quality, and how the Offeror’s proposed System and plan will offer GFD and the government of Guam the most advantage.

ABILITY, QUALIFICATIONS, EXPERIENCE, AND QUALITY OF PERSONNEL, EQUIPMENT, AND FACILITIES

As part of the written Proposal, Offerors shall submit the qualifications and a brief work history of the identified personnel to be assigned to the Project, addressing, in particular, Offeror’s proposed Project Manager, if any, and core Project staff or Key Personnel. The work history and qualifications shall not exceed (3) three pages per staff member. The Offeror shall also submit a detailed, but brief description of the following:

- Provide a Project Organizational Chart of designated or key personnel to be assigned to this Project with identification of their Project roles and description of their area of responsibilities and the location of their office.
- Identify the Project principal, Project manager, assistant Project manager, key staff, subcontractors, and their qualifications and experience as it relates to this Project.
- List the Project Team, key personnel, and/or subcontractor experience on similar projects.
- Quantify the time commitment of key personnel, subcontractors, or team members during the Project life cycle.
- Unique qualifications of key personnel, subcontractors, or team members.
- Qualifications and relevant individual technical training, education, and experience including degree(s), year and discipline, and active registrations and licenses with number and jurisdiction. Include the description of the specific role performed by each individual on each project listed, highlighting projects of similar size and scope where the individual’s role is similar to his/her role on this Project.
- Provide a detailed description of the resources, equipment, and facilities that are currently available to perform the Services or can be demonstrated to be available to perform the Services at the time of contracting.

Offerors shall also submit a detailed description of the benefits and quality of any resources, equipment, and/or facilities Offeror intends to utilize to perform the Services which may not be currently available, but will be made available, or can be demonstrated to be made available at the time of contracting. All Offerors, when identifying Key Personnel in their Proposal, must accurately, comprehensively and correctly provide the information about the key person(s) requested in the solicitation. Inaccurate information in
the Proposal constitutes a material misrepresentation and could result in rejection of the Proposal and/or application of other remedies under Guam’s Procurement Law. All persons identified as Key Personnel in the awarded contractor’s Proposal must agree to provide the Services for the Project for a minimum of ninety (90) days from the date of the Notice to Proceed, barring unforeseen catastrophic events such as illness, accident, or death.

**AVAILABILITY AND CAPACITY OF THE OFFEROR TO PERFORM**

As part of the written Proposal, Offerors shall submit a brief explanation of how and when the Offeror is available or will be available and has the capacity to provide the Services described in the Scope of Services. The explanation shall address how the Offeror’s current workload can accommodate the addition of a contract of this type; the Offeror’s current or demonstrated available resources; and how the Offeror will implement Quality Assurance/Quality Control measures. This statement shall not exceed 10 (ten) pages.

The Proposal should provide a clear description of all specific Project staff or subcontractors who are intended to work on the Project, the nature, extent, and manner of their involvement, and their availability for the Project. The Proposal shall also address the availability of any equipment or facilities that may be used to provide the Services. As part of this Proposal description, Offerors must include the following:

- Identify and describe the current and projected workload of all designated personnel or subcontractor(s), including a list of ongoing projects and his/her role on these ongoing projects.
- Describe the procurement, involvement, management, and availability of any subcontractors.
- Describe how the current workload of each designated personnel or subcontractor can accommodate the addition of this Project.
- Describe the approach and organizational capabilities to perform the Services on time and within budget.
- Detail the extent of each designated personnel member’s and/or subcontractor’s involvement in providing the Services.
- Describe the internal quality and cost-control measures or procedures.
- Provide a disclosure of financial resources sufficient to demonstrate an ability to complete this Project.
- Provide a detailed description of how any required resources, equipment, and facilities will be obtained or made available to perform the Services.

**OFFEROR’S RECORD OF PERFORMANCE ON SIMILAR PROJECTS**

As part of the written Proposal, the Offeror is required to provide proof to GFD that it has delivered a quality work product on similar projects. GFD is interested in related experience in Guam, any other U.S. Territories, and any of the United States, as knowledge of U.S. laws and regulations applicable to such work is relevant. The Offeror shall provide its past performance record on similar projects including quality of work and timeliness of delivery. The submittal shall not exceed five (5) pages. Preference is for a history that
demonstrates the Offeror has designed and installed at least three (3) operational Next Generation 9-1-1 Systems with integrated CAD Systems in the last five years.

The Proposal shall include:

- A list of projects similar in scope to this RFP in the last five years, with emphasis on experience in providing integrated CAD and Next Generation 9-1-1 system design, installation, maintenance, operation, and support. The list shall identify project name, project description, location, client references including contact name, address and telephone number, completion date, project budget, project role, type of services provided highlighting work performed similar in scope, and other pertinent information.
- A list of the Offeror’s record of cost performance on these projects (i.e., original contract award amount versus final contract cost) and explain any cost deviations.
- A list of the Offeror’s record of schedule performance (list original schedule versus final completion date) and explain any schedule deviations.
- A history of performance on projects similar in scope to this RFP that the Offeror was involved with over the past five (5) years. This description of Offeror’s performance history should demonstrate Offeror’s teamwork, cooperation, fair dealing, client service, and establishment of relationships of mutual trust and confidence.

OFFEROR’S GENERAL EXPERIENCE AND PAST PERFORMANCE

As part of the written Proposal, the Offeror is required to provide proof to GFD that it has delivered a quality work product in a majority of its areas of work and projects. GFD is interested in Offeror’s overall experience in Guam, any other U.S. Territories, and any of the United States, as knowledge of U.S. laws and regulations applicable to information technology is relevant to this procurement. The Offeror shall provide its past performance record on any projects performed in the last five (5) years, for all projects which are not encompassed by the list required in the previous section. Offeror is required to demonstrate a track record of effective planning, scheduling and on-time delivery, and successful performance on its projects. Offeror should show a demonstrated track record of teamwork, cooperation, fair dealing, client service, and relationships of mutual trust and confidence. Emphasis should include the quality of work and timeliness of delivery. This submittal shall not exceed four (4) pages.

The Proposal shall include:

- A list of all projects performed in the last five (5) years, which are not included in the list required in the section above for projects similar to this RFP. This list shall identify project name, project description, location, client references including contact name, address and telephone number,
completion date, project budget, project role, type of services provided highlighting work performed and other pertinent information.

- A list of the Offeror’s record of cost performance on these projects (original contract award amount versus final contract cost) and explain any cost deviations.
- A list of the Offeror’s record of schedule performance (list original schedule versus final completion date) and explain any schedule deviations.
- A history of performance of all projects over the past five (5) years which are not included in the list required in the section above for RFP similar projects. Description of Offeror’s performance history should demonstrate Offeror’s teamwork, cooperation, fair dealing, client service, and establishment of relationships of mutual trust and confidence.

**SCHEDULE/TIMELINE FOR DESIGN, INSTALLATION, AND FULL OPERATION OF THE NG9-1-1 SYSTEM**

As part of the written Proposal, Offerors shall estimate the time required for completion of the design and installation of a fully functional and operating integrated CAD and NG9-1-1 System as generally outlined in the Scope of Services, and provide time estimates for this phase of the Project in the form of a proposed schedule/timeline for the estimated start time and completion time of the Project from the beginning of the Project through the time that the NG9-1-1 and integrated CAD System will be in full operation providing emergency services in Guam with no reliance on the current 9-1-1 system. Time is of the essence for the design, installation and seamless transition from the current 9-1-1 system to a new, fully functional and operational NG9-1-1 and integrated CAD System. Offerors will be evaluated on the speed, efficiency, and feasibility of the proposed schedule/timeline for this design and installation phase of the Services. Include a Project schedule display, highlighting each required task for this phase of the Services with an estimated start and completion time.

**EVALUATION FACTORS FOR PROPOSALS**

Proposals will be evaluated only on the Evaluation Factors listed in this RFP. The quality and value of Offerors’ written Proposals will be determined using the following Evaluation Factors and the listed associated possible scoring totals. Written Proposals scoring less than 70 points may be rejected from consideration for the award of the contract. The total of 110 possible points is broken down as follows:

*Please find the Evaluation Factors table with corresponding point values on the next page of this document.*
<table>
<thead>
<tr>
<th>EVALUATION FACTORS</th>
<th>SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Quality of Proposal Content and Plan for Performing the Required Services:</strong></td>
<td></td>
</tr>
<tr>
<td>Overall quality, comprehensiveness, and value of the Proposal’s presentation in</td>
<td>25 Points</td>
</tr>
<tr>
<td>creating a System that provides the most benefit to Guam and in responding to</td>
<td></td>
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<tr>
<td>items described in the Scope of Services section of this RFP. Proposed plan and</td>
<td></td>
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<tr>
<td>method for accomplishing the Services, avoiding problems and delays, and</td>
<td></td>
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<tr>
<td>resolving conflict. The Offeror’s approach to completing this Project on budget,</td>
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<tr>
<td>on schedule, with high quality; and Offeror’s plans to meet GFD’s goals for the</td>
<td></td>
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<tr>
<td>new System and Services.</td>
<td></td>
</tr>
<tr>
<td>**Ability, Qualifications, Experience, and Quality of Personnel, Equipment, and</td>
<td></td>
</tr>
<tr>
<td>Facilities:**</td>
<td>20 Points</td>
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<tr>
<td>Specialized experience and qualifications of designated Project personnel to</td>
<td></td>
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<tr>
<td>perform the Services, as reflected by technical training and education,</td>
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<tr>
<td>general experience, specific experience in providing the Services, and the</td>
<td></td>
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<tr>
<td>qualifications and abilities of personnel proposed to be assigned to perform</td>
<td></td>
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<tr>
<td>the Services. Specialized benefits and/or quality of the Offeror’s resources,</td>
<td></td>
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<tr>
<td>equipment, and/or any facilities Offeror intends to utilize to perform the</td>
<td></td>
</tr>
<tr>
<td>Services.</td>
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<tr>
<td><strong>Availability and Capacity of Offeror:</strong></td>
<td>20 Points</td>
</tr>
<tr>
<td>The Offeror’s current capacity to successfully apply its skills and resources</td>
<td></td>
</tr>
<tr>
<td>to perform and complete the Services on time and within budget at a level of</td>
<td></td>
</tr>
<tr>
<td>quality expected by GFD. This includes an evaluation of the resources, personnel,</td>
<td></td>
</tr>
<tr>
<td>facilities, and equipment currently available to perform the Services or</td>
<td></td>
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<tr>
<td>demonstrably available at the time of contracting, and an evaluation of the</td>
<td></td>
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<tr>
<td>Project Organizational Chart to complete the Services.</td>
<td></td>
</tr>
<tr>
<td><strong>Offeror’s Record of Past Performance on Similar Projects:</strong></td>
<td>25 Points</td>
</tr>
<tr>
<td>The Offeror’s specialized experience on projects similar in scope and type.</td>
<td></td>
</tr>
<tr>
<td>Successful performance on projects that are similar in nature and scope. A</td>
<td></td>
</tr>
<tr>
<td>demonstrated track record of effective planning, scheduling and on-time</td>
<td></td>
</tr>
<tr>
<td>delivery and performance on those similar projects.</td>
<td></td>
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<tr>
<td><strong>Offeror’s General Experience and Past Performance:</strong></td>
<td>10 Points</td>
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<tr>
<td>The Offeror’s general experience in all areas of its work. A demonstrated</td>
<td></td>
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<tr>
<td>track record of effective planning, scheduling and on-time delivery performance</td>
<td></td>
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<tr>
<td>on those schedules. Successful performance of all past projects. A demonstrated</td>
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<tr>
<td>track record of teamwork, cooperation, fair dealing, client service and</td>
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<tr>
<td>relationships of mutual trust and confidence.</td>
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<tr>
<td>**Schedule/Timeline for Design and Installation of Operational NG9-1-1 and</td>
<td>10 Points</td>
</tr>
<tr>
<td>Integrated CAD System:**</td>
<td></td>
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<tr>
<td>Project schedule/timeline, highlighting each task with estimated start and</td>
<td></td>
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<tr>
<td>completion time for the design, installation, and transition of the NG9-1-1</td>
<td></td>
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<tr>
<td>and integrated CAD System into full operation. Emphasizing speed, efficiency,</td>
<td></td>
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<tr>
<td>and feasibility of the proposed schedule/timeline for this phase of the</td>
<td></td>
</tr>
<tr>
<td>Services.</td>
<td></td>
</tr>
</tbody>
</table>
REQUEST FOR NON-DISCLOSURE OF CONFIDENTIAL DATA

After award, the winning Proposal becomes a part of the public record of procurement. Offerors may request that portions of their Proposal be kept confidential. If an Offeror is submitting trade secrets or proprietary information in its Proposal that it wishes to keep confidential, then a written request for non-disclosure must be included with the Proposal and those portions of the Proposal which are proprietary must be clearly marked or designated. Material so designated shall accompany the Proposal and shall be readily separable from the Proposal in order to facilitate inspection of the non-confidential portion of the Proposal. However, prices and makes and models or catalogue numbers of any items offered, deliveries, and terms of payment of the winning Proposal shall be publicly available at the time of the Notice of Award regardless of any designation to the contrary. Any Proposals marked or designated as “Confidential” or “Proprietary” for the entirety of the Proposal shall be rejected.

After receipt of a request to designate portions of the Proposal as confidential, GFD will examine the request. GFD may review the material declared to be confidential to determine the validity of any requests for nondisclosure of trade secrets and other proprietary data identified in writing. GFD will then inform the Offeror of its decision on the request in writing. If the parties do not agree as to the disclosure of certain data, the Offeror may then withdraw the Proposal or submit a protest if permitted by law. If the Proposal is not withdrawn and no protest is received, then GFD may disclose those portions of the Proposal for which a non-disclosure request was not granted.

MULTIPLE, ALTERNATE, OR LATE PROPOSALS

Multiple or Alternate Proposals will not be accepted, and any multiple or alternate Proposals submitted will be rejected.

Late Proposals will not be accepted, and any late Proposals will be rejected.

ALL OR NONE PROPOSALS

Proposals may not limit acceptance to the entire Proposal or Proposal offering. Proposals that violate this provision shall be deemed to be nonresponsive.

AMENDMENTS TO REQUEST FOR PROPOSALS

GFD reserves the right to amend this RFP at any time, as provided under Guam’s Procurement Law and Guam’s Procurement Rules and Regulations. Changes will be announced by an amendment or amendments to this RFP and will be identified as such. Each Amendment will refer to the portions of the RFP it amends. Amendments will be sent to all parties known to have registered for and received an RFP package. Amendments will be distributed to allow prospective Offerors time to consider the amendments in preparing their Proposals or other documents. GFD may extend any due date if any amendment makes compliance with the original due date impractical.
PRICE PROPOSALS

After evaluation of all Proposals, any Offeror selected for negotiations will be required to submit a Price Proposal. All Price Proposals shall include a proposed Project budget addressing the pricing for the entire time of performance of the contract; and separate pricing for the only the first design and installation phase of the contract. The Price Proposal shall be submitted along with Offeror’s Cost or Pricing Data when requested. A unit price shall be given for each type of service, and such unit prices shall be the same throughout any resulting contract except to the extent price adjustments may be negotiated or provided in the solicitation and resulting contract. All deliverables will be payable upon completion, delivery, approval, and acceptance by GFD. Monthly or other regularly scheduled deliverables should be itemized and priced by task. Regularly recurring monthly tasks, e.g., offsite data storage, month end batch reconciliation, flat rate hardware maintenance, etc., should each be listed as discrete items and the sum of all recurring monthly costs should equal the total monthly invoicing/pricing amount for regular recurring tasks. Travel expenses must be included in the Offeror’s service rates and pricing (or the hourly rates which are built into the cost of the deliverable) and may not be billed or priced separately.

Any price adjustments must be agreed to by the Parties and shall be in accordance with the negotiations, Price Proposal, and any Cost and Pricing data submitted. Other price adjustments in the Price Proposal may be considered as a result of documented changes in the pricing of materials or labor.

The Price Proposal shall not be submitted with the Offeror’s Proposal. It shall only be submitted when and if requested by GFD.

COST OR PRICING DATA AND CERTIFICATION OF COST OR PRICING DATA

Cost or Pricing Data will be required from any Offeror selected to conduct contract negotiations. The Cost or Pricing Data shall be submitted to GFD’s Procurement Officer prior to beginning price negotiations at any reasonable time and in any reasonable manner requested by GFD. The Cost or Pricing Data documentation is separate from Offeror’s Price Proposal; however, both the Price Proposal and the Cost or Pricing Data shall be submitted together, when requested. Such data shall be specifically identified in writing by the Offeror as Cost and/or Pricing Data. The Offeror is required to keep these data current until the negotiations are completed.

In addition, a Certification of the Cost or Pricing Data will be required from the Offeror with whom a contract is successfully negotiated. The Certification of the Cost or Pricing Data form shall be separately provided to the successful Offeror by GFD when required. The Offeror shall certify as soon as practicable after the agreement is reached on price that, to the best of the Offeror’s knowledge and belief, the Cost or Pricing Data submitted are accurate, complete, and current.
Neither the Cost or Pricing Data nor a Certification of the Cost or Pricing Data shall be submitted with the Offeror’s Proposal; these documents shall only be submitted when requested by GFD.

**STATUS OF FUNDING AND COMPLIANCE WITH FUNDING TERMS AND CONDITIONS**

Funds are presently available for this solicitation. These funds are currently available from the Enhanced 9-1-1 Emergency Reporting System Fund and the Fire Life and Medical Emergency Fund. The government’s obligation under any proposed contract is contingent upon the availability of funds from which payment for contract purposes can be made. (*See also* General Terms and Conditions, Multi-term Contracts.) The issuance of this solicitation does not compel the award of any contract.

All Offerors are required to comply with the terms and conditions of GFD’s applicable funding requirements.

**WAGE AND BENEFIT REQUIREMENTS**

Whenever the Government of Guam enters into a procured contractual arrangement with an Offeror for the provision of a service to the Government of Guam, and the Offeror employs a person(s) whose purpose, in whole or in part, is the direct delivery of the service contracted by the Government of Guam, then the Offeror shall pay such employee(s) in accordance with the Wage Determination for Guam and the Northern Marianas Islands issued and promulgated by the U.S. Department of Labor for such labor as is employed in the direct delivery of the contract deliverables to the Government of Guam. The Wage Determination most recently issued by the U.S. Department of Labor at the time a contract is awarded to the Offeror by the Government of Guam shall be used to determine the wages which shall be paid to employees pursuant to Guam’s Procurement Law, if applicable. Should any contract contain a renewal clause, then at the time of renewal adjustments, there shall be made stipulations contained in that contract for applying the Wage Determination, as required by Guam’s Procurement Law, that the Wage Determination promulgated by the U.S. Department of Labor on a date most recent to the renewal date shall apply, if applicable. In addition to the required Wage Determination, any contract to which this requirement applies shall also contain provisions mandating health and similar benefits for employees, such benefits having a minimum value as detailed in the Wage Determination issued and promulgated by the U.S. Department of Labor and shall contain provisions guaranteeing a minimum of ten (10) paid holidays per annum per employee.

To ensure compliance with these provisions, Offeror must complete and attach the Declaration re: Compliance with U.S. DOL Wage Determination (AG Form 006), located at Section VIII of this RFP, to the Proposal. Offeror must also attach the most current applicable Wage Determination issued by the U.S. Department of Labor for Guam and the Marianas Islands, located at Section XI of this RFP to the Proposal. Failure to complete, sign, and submit these two documents with the Proposal will result in rejection of the
SUBCONTRACTORS

A. **Subcontractor.** A subcontractor is a person or entity who has a direct contract with the Offeror/Contractor or a higher tier subcontractor to perform a portion of the Services in this solicitation.

B. **Award of Subcontracts and Other Contracts for Portions of the Services.**

1. All Offerors shall furnish in writing to GFD the names of all known persons or entities (including those who are to furnish materials or equipment fabricated to a special design) proposed to provide subcontracting services on each principal portion of the proposed Services by completing, signing, and attaching the Subcontractor Utilization Form to the Offeror’s Proposal. GFD may conduct discussions with the Offeror: (1) stating whether GFD has reasonable objection to any such proposed person or entity; or (2) stating whether GFD requires additional time for review or additional information concerning the utilization of a proposed person or entity. If the Offeror fails to submit this form with its Proposal, the Proposal may be rejected.

2. GFD and the government of Guam reserve the rights to object to Offeror’s utilization of any subcontractor and to require substitution of the subcontractor for cause. The Offeror shall not contract with a proposed person or entity to whom GFD has made reasonable and timely objection. The Offeror shall not be required to contract with anyone to whom the Offeror has made reasonable objection.

3. The Offeror shall not substitute a subcontractor, person, or entity set forth in its Proposal or in the Subcontractor Utilization Form, located at Section XII of this RFP, unless it has obtained the written consent of GFD or GFD requires such substitution. Offeror must notify GFD in writing prior to any termination or substitution of a subcontractor listed in the Proposal or Proposal Documents. Failure by the Offeror to follow these requirements shall constitute a material breach of the terms of this RFP, which may result in the termination of any awarded contract or application of other legally available remedies.

C. **Sub-contractual Relations.** By appropriate written agreement, the Offeror shall require each subcontractor, for the extent of the Services to be performed by the subcontractor, to be bound to the Offeror by the terms of the Offeror’s Proposal and any resulting contract, and to assume toward the Offeror all the obligations and responsibilities, including the responsibility for safety of the subcontractor’s Services, which the Offeror assumes toward GFD. Each subcontract agreement shall preserve and protect the rights of GFD under this solicitation with respect to the Services to be performed by the subcontractor so that the subcontracting thereof will not prejudice such rights. Offeror shall have full responsibility for the satisfactory performance of the Services under the RFP, the Proposal and Proposal Documents, the Scope of Services and any designs, conditions,
plans, or specifications, and any awarded contract, for any subcontracts which the Offeror may let.

D. **Subcontracts.** The Offeror and subcontractor(s) shall insert in any subcontracts the clauses set forth in this solicitation and any awarded contract, to include a clause requiring all subcontractors to include these clauses in any lower tier subcontracts. The Offeror shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in this section.

**PROJECT MANAGER**

A. The Project Manager for this Project is the Chief Technology Officer of the Guam Office of Technology. GFD and the Project Manager reserve the right to designate and delegate Project Management duties and assign any other consultants or agents to act on the government’s behalf. The Project Manager and designees will have authority to act on behalf of the government to the extent provided in the RFP, the awarded contract or any amendments thereto, or as otherwise may be provided for in a written notice signed by the Procurement Officer or the Chief Technology Officer. The Project Manager shall not perform any duties or responsibilities of an engineer, professional engineer, engineer intern, or architect as defined in 22 GCA § 32101 et seq., unless lawfully authorized to do so and specifically authorized to do so by GFD. The Project Manager may perform its duties and make recommendations in consultation with any other consultants or agents that GFD or the Project Manager may designate.

B. The Project Manager or the government of Guam’s designees may visit the worksite at any times that GFD or the Project Manager may deem appropriate to become familiar with the progress and quality of the Services completed, to determine if the Services are being performed in accordance with the RFP and awarded contract.

C. Communications Facilitating Administration of the Services. Except as otherwise provided in the awarded contract or when direct communications have been specially authorized, GFD, the Project Manager, and any awarded contractor shall endeavor to communicate with each other through the Project Manager about matters arising out of or relating to the Services. Communications by and with subcontractors and material suppliers shall generally be made through the awarded contractor. Communications by and with separate contractors shall be made through GFD or the Project Manager.

D. Based on the Project Manager’s evaluations of the awarded contractor’s progress and/or applications for payment, the Project Manager and authorized consultants/designees may review and make recommendations to GFD regarding the amounts due the awarded contractor.

E. The Project Manager has authority to reject Services or Equipment that do not conform to the contract. Whenever the Project Manager or other consultants or agents as GFD may designate, considers it necessary or advisable, the Project Manager will have authority to require inspection or testing of the equipment, systems, materials, products or any of the Services, whether or not such Services have been completed, or equipment or
systems have been fabricated, installed or completed. However, neither this authority of the Project Manager nor a decision made in good faith either to exercise or not to exercise such authority shall give rise to a duty or responsibility of the Project Manager to the awarded contractor, subcontractors, material and equipment suppliers, their agents or employees, or other persons or entities performing portions of the Services.

F. The Project Manager, in conjunction with GFD or any consultants or agents as may be required, may conduct inspections to determine: payment; the date or dates of Substantial Completion and the date of Final Completion of the System or Project; make recommendations to GFD regarding the issuance of any required Certificates of Substantial Completion or Certificate of Final Completion; and receive and forward to GFD, for GFD’s review and records, written warranties and related documents required by the contract and assembled by the awarded contractor.

G. Notwithstanding any other provision of the RFP or the contract, GFD or the Project Manager, by and through its Project Manager and/or designees, may require the awarded contractor to cease work if, in the opinion of the Project Manager or the Project Manager’s designees, continuing the Services would be a threat to public health, safety, or governmental security.
II. GENERAL TERMS AND CONDITIONS

AUTHORITY

This Request for Proposal (“RFP”) solicitation is issued subject to the provisions of the Guam Procurement Law (as amended) and the Guam Procurement Regulations (copies are available for inspection at General Services Agency). By submitting a Proposal, Offerors agree to be bound by all the laws and regulations of Guam. The RFP requires all parties involved in the preparation, negotiation, performance, or administration of contracts to act in good faith.

RFP TERMS FOR MULTI-TERM CONTRACTS

Any contract awarded under this RFP is subject to the availability of certified funds. In the event that funds are not available for any succeeding fiscal period, any awarded contract shall be cancelled; however, this does not affect either Party’s right to terminate under the termination clauses of the awarded contract. If the awarded contract is cancelled for insufficient funds, the awarded contractor shall be reimbursed its unamortized, reasonably incurred, non-recurring costs. The Procurement Officer will notify the awarded contractor on a timely basis whether the funds are, or are not, available for the continuation of the awarded contract for each succeeding fiscal period.

REVIEW OF PROPOSALS

GFD intends to review the Proposals as soon as possible after the submission due date for Proposals as provided herein. The Proposals submitted will be the primary documents for evaluation. GFD reserves the right to waive any minor information or irregularity in Proposals received. GFD shall have the prerogative to award, amend, modify, or reject Proposals in whole or in part. GFD is not responsible for any costs incurred by the Offerors. GFD reserves the right to retain all Proposals submitted regardless of whether an Offeror is selected. Submission of a Proposal indicates acceptance of these terms and conditions by the Offeror.

CANCELLATION AND REJECTION

GFD shall have the right to cancel this solicitation in whole or in part at any time, and to reject in whole or in part any or all Proposals or offers which have been submitted in response to this RFP at any time if GFD determines such to be in the best interest of GFD and/or the government of Guam.

TAXES

Offerors are cautioned that they may be subject to taxation, including but not limited to, Gross Receipts Tax, Guam Business Privilege Tax, Guam Income Tax and the payment of any and all taxes which may be due as a result of entering into an awarded contract are the sole responsibility of the Offeror and its subcontractors and any permitted assignees or successors in interest. Specific information on taxes may be obtained from the Director of the Guam
WITHHOLDING ASSESSMENT FEE

All procurements of professional services are subject to a withholding assessment fee for non-resident persons or companies without a valid Guam Business License, which is equal to four percent (4%) of the total dollar value of any contract awarded for all government of Guam contracts for any professional services provided by a non-resident person or company residing outside of Guam, as a cost of doing business with the government of Guam, in accordance with 11 GCA § 71114 (P.L. 33-166).

PERMITS, LICENSING, AND COMPLIANCE WITH LAWS

The Offeror with whom successful negotiations are concluded shall be required to obtain all applicable permits and comply with all Federal and Territorial laws, ordinances, or rules applicable to its professional licensing and the provision of equipment and Services to the government of Guam. Specific information on licenses required by the government of Guam may be obtained from the Director of Revenue and Taxation. The Offeror shall provide a copy of its current, appropriate business licenses or a statement of exemption pursuant to Title 11 of the Guam Code Annotated, §§ 70126 and 70130, and any required Certificate of Authority (“COA”) issued by the Director of Revenue and Taxation, Guam Board of Registration for Professional Engineers, Architects & Land Surveyors (PEALS), or other applicable regulating agency or board, pursuant to applicable Guam laws, including, but not limited to: 22 GCA § 15307; 22 GCA § 15102; 18 GCA § 7102; and 11 GCA § 106213, when and if the Offeror receives a Notice of Award from GFD.

MANDATORY PROHIBITIONS

Prohibition of Gratuities, Kickbacks, and Favors.

Gratuities. It shall be a breach of ethical standards for any person to offer, give, or agree to give any employee or former employee, or for any employee or former employee to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or proposal therefor.

Kickbacks. It shall be a breach of ethical standards for any payment, gratuity or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier subcontractor or any person associated therewith, as an inducement for the award of a subcontract or order.
**Favors to the Territory.** It shall be a breach of ethical standards for any person who is or may become a contractor, a subcontractor under a contract to the prime contractor or higher tier contractor, or any person associated therewith, to offer, give or agree to give any employee or agent of the Territory or for any employee or agent of the Territory to solicit or accept from any such person or entity or agent thereof, a favor or gratuity on behalf of the Territory whether or not such favor or gratuity may be considered a reimbursable expense of the Territory, during the pendency of any matter related to procurement, including contract performance warranty periods.

**Prohibition of Employment of Sex Offenders.**
No person convicted of a sex offense under the provisions of Chapter 25 of Title 9 Guam Code Annotated, or an offense as defined in Article 2 of Chapter 28, Title 9 GCA in Guam, or an offense in any jurisdiction which includes, at a minimum, all of the elements of said offenses, or who is listed on the Sex Offender Registry, and who is employed by a business contracted to perform services for an agency or instrumentality of the government of Guam, shall work for his employer on the property of the government of Guam other than a public highway.

**Prohibition of Contingent Fees.**
It shall be a breach of ethical standards for a person to be retained, or to retain a person, to solicit or secure a territorial contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies for the purpose of securing business.

**Ethical Standard.**
It shall be a breach of ethical standards for an Offeror to knowingly influence a government employee to breach any of the ethical standards set forth in 5 GCA Chapter 5 Article 11 (Ethics in Public Contracting) of the Guam Procurement Law and in Article 11 of the government of Guam Procurement Regulations.

**MANDATORY WARRANTIES**

**Representation Regarding Gratuities and Kickbacks.**
The Offeror represents that it has not violated, is not violating, and promises that it will not violate the prohibition against gratuities and kickbacks set forth in §11-206 (Gratuities and Kickbacks) of the Guam Procurement Regulations. Offeror further agrees to execute and file a Non-Gratuity Affidavit before final payment under the awarded contract is made by GFD.

**Warranty against Employment of Sex Offenders.**
Offeror warrants that: (1) no person in its employment who has been convicted of a sex offense under the provisions of Chapter 25 of Title 9 Guam Code Annotated or of an offense defined in Article 2 of Chapter 28 of Title 9 Guam Code Annotated, or who has been convicted in any other jurisdiction of an offense with the same elements as heretofore defined, or who is listed on the Sex Offender Registry, shall provide services on behalf of
Offeror while on government of Guam property, with the exception of public highways; and (2) that if any person providing services on behalf of Offeror is convicted of a sex offense under the provisions of Chapter 25 of Title 9 GCA or an offense as defined in Article 2 of Chapter 28, Title 9 GCA or an offense in another jurisdiction with, at a minimum, the same elements as such offenses, or who is listed on the Sex Offender Registry at any time during the performance of the contract, that such person will be immediately removed from working on government property and Offeror warrants that it will notify the Fire Chief of the Guam Fire Department within twenty-four (24) hours of such conviction. If Offeror is found to be in violation of any of the provisions of this paragraph, then GFD will give notice to Offeror to take corrective action. Offeror shall take corrective action within twenty-four (24) hours of notice from GFD, and Offeror shall notify GFD when action has been taken. If Offeror fails to take corrective steps within twenty-four (24) hours of notice from GFD, then GFD in its sole discretion may temporarily suspend this agreement.

Covenant Against Contingent Fees.
The Offeror warrants that it has not employed any person to solicit or secure any contract resulting from this RFP upon agreement for a commission, percentage, brokerage or contingent fee. Breach of this warranty shall give GFD the right to terminate the contract, or in its discretion, deduct from the contract price or consideration the amount of such commission, percentage, brokerage, or contingent fees. This warranty shall not apply to commission payable by the Offeror upon contracts or sales secure or made through bona-fide established commercial or selling agencies maintained by the Offeror for the purpose of securing business.

Representation Regarding Ethical Standard.
Offeror represents that it has not knowingly influenced and promises that it will not knowingly influence a government employee to breach any of the ethical standards set forth in 5 GCA Chapter 5 Article 11 (Ethics in Public Contracting) of the Guam Procurement Law and in Article 11 of the government of Guam Procurement Regulations.

DISCLOSURE OF MAJOR SHAREHOLDERS
As a condition of submitting a proposal, any partnership, sole proprietorship, or corporation doing business with GFD shall submit an affidavit executed under oath that list the name address of any person who has held more than ten percent (10%) of the outstanding interest or shares in said partnership, sole proprietorship, or corporation at any time during the twelve (12) month period immediately preceding submission of the Proposal on the Affidavit Disclosing Ownership and Commissions form. This affidavit shall contain the number of shares or the percentage of all assets of such partnership, sole proprietorship, or corporation, which have held by each such person during the twelve (12) month period. In addition, the affidavit shall contain the name and address of any person who has received or is entitled to receive a commission, gratuity or other compensation for procuring or assisting in obtaining business related to the proposal for the Offeror and shall also contain the amounts of any such commission, gratuity or other compensation. A proposal from any Offeror listing a person with a conflict of interest will not be evaluated and will be rejected. The affidavit shall be
open and available to the public inspection and copying. This Affidavit Disclosing Ownership and Commissions is attached to this RFP and must be completed and returned with the Offeror’s Proposal. Failure to submit this form with the Proposal will result in the rejection of the Proposal.

**EQUAL EMPLOYMENT OPPORTUNITY**

By submitting a Proposal, the Offeror and all subcontractors agree to comply with the following policies: Executive Order 11246, 41 CFR 60, 29 CFR 1625-1627, Title 23 USC Section 140, the Rehabilitation Act of 1973, as amended (29 USC 794), Title VI of the Civil Rights Act of 1964, as amended, and related regulations including 49 CFR Parts 21, 26 and 27; and 23 CFR Parts 200, 230, and 633. The Offeror and all subcontractors must also comply with the requirements of the Equal Opportunity Clause in 41 CFR 60-1.4(b). The Equal employment opportunity (EEO) requirements not to discriminate and to take affirmative action to assure equal opportunity as set forth under laws, executive orders, rules, regulations (28 CFR 35, 29 CFR 1630, 29 CFR 1625-1627, 41 CFR 60 and 49 CFR 27) and orders of the Secretary of Labor as modified by the provisions prescribed herein, and imposed pursuant to 23 U.S.C. 140 shall constitute the EEO and specific affirmative action standards for the Project activities and Services under this RFP. The provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) set forth under 28 CFR 35 and 29 CFR 1630 are incorporated by reference in this RFP. The Offeror shall not discriminate against any employee or applicant for employment because of race, religion, sex, color, national origin, age or disability. If awarded the contract, the Offeror will take whatever steps are necessary to ensure that its employees are treated equally during employment without regard to their race, religion, sex, color, national origin, age or disability. Such action shall include: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship, pre-apprenticeship, and/or on-the-job training.

**COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT (ADA)**

The Offeror must comply with all applicable ADA regulations and requirements.

**DRUG-FREE WORKPLACE**

By submitting a Proposal, the Offeror and all subcontractors agree to comply with GFD’s and the government of Guam’s Drug-free Workplace policies for all employees engaged in the performance of duties under any awarded contract, while those employees are physically present on any GFD or government property and/or worksites.

**GUAM DEBARMENT PROVISION**

Offeror warrants that it will comply with the provisions of 5 GCA Chapter 5 Articles 9 and 11, subject to debarment or suspension, and that it will not employ any subcontractors who have been federally debarred or debarred by the government of Guam.
PROPOSALS

The Offeror is required to read each and every page of its Proposal and by the act of submitting a Proposal shall be deemed to have accepted all conditions contained therein. In no case will failure to review or inspect constitute grounds for a claim or for the withdrawal of a Proposal after opening. Proposals shall be filled out in ink or typewritten and signed in ink. Erasures or other changes in a Proposal must be explained or noted over the initials of the Offeror’s authorized official. Proposals containing any conditions, omissions, unexplained erasures or alterations or items not called for in the proposal or irregularities of any kind may be rejected by GFD in whole or in part.

INDEPENDENT PRICE DETERMINATION

By submitting a Proposal, the Offeror certifies, if selected for negotiations, that any price, cost or pricing data, or price proposal submitted is independently arrived at without collusion.

ACCEPTANCE OF SOLICITATION TERMS AND APPLICABLE LAWS

The Offeror is required to read each and every page of this RFP, and by the act of submitting a Proposal shall be deemed to have accepted all conditions contained herein and to be bound by the laws of Guam and any other applicable laws. This RFP is issued subject to all the provisions of Guam’s Procurement Law (5 GCA §§ 5001, et seq.) and the Guam Procurement Regulations, copies of which are available for inspection at the General Services Agency of Guam.

Guam’s Procurement Law and this RFP require all parties involved in the preparation, evaluation, negotiation, performance, or administration of contracts to act in good faith. Proposals may not be withdrawn by Offeror on the basis of Offeror’s unfamiliarity with the required terms or applicable laws. Offeror may not propose or negotiate any conditions, omissions, unexplained erasures, irregularities, alterations, or items that are in contravention of the terms and conditions of the RFP or applicable law. GFD may deem such proposed items to constitute a showing of bad faith, in whole or in part, which may result in rejection of the Proposal, suspension, debarment, or other legal remedies against the Offeror.

If any part, term, or condition of this RFP is found to be contrary to the Guam Procurement Law, the Guam Code, any applicable Guam Administrative Rules and Regulations, or is found to contain ambiguous terms, then such portion of the RFP shall be interpreted or resolved in favor of or according to the provisions of the Guam Procurement Law or other applicable Guam law or regulations.

MODIFICATION OR WITHDRAWAL OF PROPOSALS

Proposals may be modified or withdrawn at any time prior to the conclusion of discussions, in accordance with Guam’s Procurement Law and Guam’s Procurement Rules and Regulations. In no case will failure to review or inspect constitute grounds for a claim or for
the withdrawal of a Proposal after opening.

**CLARIFICATION/DISCUSSION OF PROPOSALS**

After the receipt and opening of proposals and at its option, GFD or its designee(s), may conduct discussions with Offerors that have submitted timely, valid Proposals for the purpose of clarification, to assure full understanding and responsiveness to the solicitation requirements, as permitted under Guam’s Procurement Law and Guam’s Procurement Rules and Regulations. GFD may conduct discussions with any Offeror to determine the Offeror’s qualifications and/or to explore the scope and nature of the Services, the Offeror’s proposed method of performance and the relative utility of alternative methods of approach to the Project. Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision to proposals and such revisions shall be permitted both after submission and prior to award for the purpose of obtaining best and final offers. However, all Proposals should be submitted initially on the Offeror’s most favorable terms. In conducting discussions there shall be complete confidentiality of any information derived from Proposals submitted by competing Offerors.

**EVALUATION CRITERIA FOR SELECTION**

Upon the receipt of all proposals, a selection team will be convened by GFD to select the most responsive and qualified Offerors. GFD will select in the order of their respective qualification and evaluation ranking, no fewer than three acceptable Proposals (or such lesser number if fewer than three acceptable proposals were received) by Offerors deemed to be qualified to provide the Services, and the Proposals shall be ranked in accordance with their evaluation scores.

**RESPONSIBILITY OF OFFERORS**

Before awarding a contract to an Offeror, GFD must be satisfied that an Offeror is responsible. Offerors shall supply information requested by GFD concerning the responsibility of the Offeror. The unreasonable failure of an Offeror to promptly supply information in connection with an inquiry with respect to responsibility may be grounds for a determination of non-responsibility with respect to such Offeror. In determining the responsibility of an Offeror, GFD shall be guided by the following:

1. The Offeror’s current capability in all respects to perform fully the contract requirements;
2. The Offeror’s current integrity and reliability which will assure good faith performance;
3. Whether the Offeror has available the appropriate financial, material, equipment, facility, and personnel resources and expertise, or the ability to obtain them, necessary to indicate its capability to meet all contractual requirements;
4. The Offeror’s satisfactory record of integrity with regard to previous contracts and contract awards;
5. The Offeror’s satisfactory record of performance with regard to previous contracts.
and contract awards;
6. Whether the Offeror has qualified legally to contract with the government of Guam; and
7. Whether the Offeror has supplied all necessary information in connection with any inquiry concerning responsibility.

BEST-QUALIFIED OFFEROR

Upon the conclusion of the evaluation, discussion, and/or qualification procedures as provided under this RFP and Guam’s Procurement Law, GFD shall notify the selected Offerors of their respective rankings with the intent to begin negotiating a contract with the highest ranked and best-qualified Offeror first.

NEGOTIATION AND AWARD OF CONTRACT

GFD will attempt to negotiate a contract with the best-qualified Offeror for the Services at a compensation determined in writing by GFD to be fair and reasonable. GFD reserves the right to negotiate a contract for the Services hereunder in planned phases which is dependent upon need and funding availability. Contract negotiations will be directed toward: (1) making certain that the Offeror has a clear understanding of the scope of the Services to be provided, specifically, the essential concepts involved in providing the Services; (2) determining that the Offeror will make available the necessary personnel and facilities to perform the Services within an agreed time; and (3) agreeing upon compensation which is fair and reasonable, taking into account the estimated value of the Services to be provided, and the scope, complexity, and nature of such Services.

1. Successful Negotiation of Contract with Best-Qualified Offeror: If compensation, contract requirements, and contract documents can be agreed upon with the best-qualified Offeror, the contract will be awarded to that Offeror.

2. Failure to Negotiate Contract with Best-Qualified Offeror: If compensation, contract requirements or contract documents cannot be agreed upon with the best qualified Offeror, a written record stating the reasons therefore shall be placed in the file and GFD will advise such Offeror of the termination of negotiations which shall be confirmed by written notice within three (3) days. Upon failure to negotiate a contract with the best-qualified Offeror, GFD will enter into negotiations with the next highest-ranked Offeror. If negotiations again fail, negotiations will be terminated as provided in Guam’s Procurement Rules and Regulations and shall commence with the next highest-ranked Offeror.

3. Notice of Award: Written notice of award will be issued to the Offeror with whom a contract is successfully negotiated and will be public information which is made a part of the contract file.
4. Failure to Negotiate Contract with Offerors Initially Selected as Qualified: Should GFD be unable to negotiate a contract with any of the Offerors initially selected as qualified Offerors, Proposals may be re-solicited or additional Offerors may be selected based on original, acceptable submissions in the order of their respective qualification ranking and negotiations may continue in accordance with the procedures and process herein specified.

**GOVERNMENT REVIEW**

After award of the contract, GFD will work closely with the awarded contractor to expedite any required reviews. After any required criteria has been approved by GFD, the awarded contractor may schedule and hold progress meetings as required.

**RELATIONS WITH OTHER GOVERNMENT AGENCIES**

All directions within the scope of any awarded contract will be issued by the Fire Chief of GFD or the Project Manager, with the approval of the Fire Chief, and the Offeror shall not accept such direction from others. Information provided by other agencies which seemingly conflicts with information provided by GFD in this solicitation will be discussed immediately. This policy is not intended to prevent the Offeror or awarded contractor from obtaining necessary information from other agencies or governmental entities.

**OBLIGATIONS OF THE OFFEROR**

The Offeror shall be responsible for the professional and technical accuracy of its Proposal and the coordination of all designs, drawings, specifications in its Proposal, and all designs, drawings, specifications, and any other work, services, and materials furnished under an awarded contract, if any. The Offeror shall, without additional cost to GFD or the government of Guam, correct and revise all errors or deficiencies in its Proposal, and if awarded a contract, shall correct and revise all errors or deficiencies in its designs, drawings, specifications, and in its work, services, or materials furnished by the Offeror, if found to be defective by GFD.

Offerors are responsible for securing all approvals for entry onto privately owned or federally owned property.

**OBLIGATIONS OF GFD**

GFD’s obligations include:

1. To furnish the awarded contractor with the available plans, as-built drawings of existing facilities, or other documents required for the Services, which are not confidential and available in GFD files.

2. To assist the awarded contractor and its agents in accessing GFD’s property and upon written request, to assist the awarded contractor and its agents in accessing other government of Guam facilities or property, if required for the Services.
ACCESS TO RECORDS, INSPECTION, AND AUDIT REVIEW

GFD and any of its authorized representatives must have the right of access to any documents, papers, or other records of the Offeror which are pertinent to the contract, in order to make audits, examinations, excerpts, and transcripts, and to inspect supplies and services and audit records at any Offeror or proposed subcontractor’s facility or place of business and perform tests both: prior to award of a contract, to determine the Offeror’s responsibility and capability of performing any contract to be awarded under a solicitation, and to determine whether the Offeror’s or subcontractor’s facilities, supplies, or services conform to solicitation requirements; or after award, to determine whether the awarded Offeror is conforming to contract requirements, and its performance is acceptable. This right also includes timely and reasonable access to the Offeror’s personnel for the purpose of interview and discussion related to such documents. By submitting a Proposal in response to this RFP, the Offeror agrees to abide by the following access, audit, and inspection terms:

A. Access to Records and Retention. The Offeror, including its subcontractors, if any, agrees that it shall maintain and retain all books, documents, papers, accounting records and other evidence pertaining to costs incurred and relative to its cost or pricing data, and shall make such materials available at all reasonable times after submission of its Proposal, during any awarded contract term, and for three (3) years from the date of final payment under any awarded contract, for inspection in Guam or at any reasonable location designated by GFD and authorized representatives, unless the Offeror is notified in writing by the cognizant agency for audit, the oversight agency for audit, the cognizant agency for indirect costs, or GFD to extend the retention period. If any litigation, claim, or audit is started before the expiration of the three-year period, the records must be retained until all litigation, claims, or audit findings involving the records have been resolved and final action taken. Records for real property and equipment acquired with the funds from the awarded contract must be retained for three (3) years after final disposition of the real property and equipment. Each subcontract by the Offeror shall include a provision containing the conditions of this clause for any contract awarded under this solicitation.

B. Right to Audit. Offeror shall establish and maintain a reasonable accounting system that enables GFD to readily identify Offeror’s assets, expenses, costs of goods, and use of funds. GFD and its authorized representatives shall have the right to audit, to examine, and to make copies of or extracts from all financial and related records (in whatever form they may be kept, whether written, electronic, or other) relating to or pertaining to its Proposal or this solicitation which are kept by or under the control of the Offeror, including, but not limited to those kept by the Offeror, its employees, agents, assigns, successors, and subcontractors. Such records shall include, but not be limited to, accounting records, written policies and procedures; subcontract files (including Proposals of successful and unsuccessful bidders, bid recaps, etc.); all paid vouchers including those for out-of-pocket expenses; other reimbursement supported by invoices; ledgers; cancelled checks; deposit slips;
bank statements; journals; original estimates; estimating work sheets; contract amendments and change order files; back-charge logs and supporting documentation; insurance documents; payroll documents; timesheets; memoranda; and correspondence. Offeror shall, at all times during the term of any awarded contract and for a period of three (3) years after the date of final payment under any awarded contract, maintain such records, together with such supporting or underlying documents and materials. The Offeror shall at any time requested by GFD, whether before, during, or after completion of an awarded contract, and at Offeror’s own expense make such records available for inspection and audit (including copies and extracts of records as required) by GFD. Such records shall be made available to GFD during normal business hours at the Offeror’s office or place of business and without prior notice. In the event that no such location is available, then the financial records, together with the supporting or underlying documents and records, shall be made available for audit at a time and location that is convenient for GFD. Offeror shall ensure GFD has these rights with Offeror’s employees, agents, assigns, successors, and subcontractors, and the obligations of these rights shall be explicitly included in any subcontracts or agreements formed between the Offeror and any subcontractors to the extent that those subcontracts or agreements relate to fulfillment of the Offeror’s obligations to GFD. Costs of any audits conducted under the authority of this right to audit and not addressed elsewhere will be borne by GFD unless certain exemption criteria are met. If the audit identifies overpricing or overcharges (of any nature) by the Offeror to GFD in excess of one-half of one percent (.5%) of the total contract billings, the Offeror shall reimburse GFD for the total costs of the audit. If the audit discovers substantive findings related to fraud, misrepresentation, or non-performance, GFD may recoup the costs of the audit work from the Offeror. Any adjustments and/or payments that must be made as a result of any such audit or inspection of the Offeror’s invoices and/or records shall be made within a reasonable amount of time (not to exceed 90 days) from presentation of GFD’s findings to Offeror.

C. Right to Enter and Inspect. GFD may, at any time, without notice enter and inspect an Offeror’s or subcontractor’s facilities, place(s) of business, or any place(s) of performance of any awarded contract relating to Offeror’s Proposal or this solicitation, or any contract awarded pursuant to this solicitation. GFD may enter and inspect any plans, supplies, services, equipment, work and records at these locations which are related to the performance of any awarded contract and may conduct any testing deemed necessary to determine the Offeror’s or subcontractor’s compliance or conformity to the solicitation or contract requirements. GFD, the government of Guam and/or any authorized representatives may enter and audit the cost or pricing data, books, and records of the Offeror or any subcontractor, and/or investigate in connection with an action to debar or suspend a person from consideration for award of contracts pursuant to § 9102 (Authority to Debar or Suspend) of the Guam Procurement Rules and Regulations, or any applicable federal debarment provisions.
LOCAL PROCUREMENT POLICY

No specification, term, condition, or qualification of this RFP shall exclude any Offeror from consideration on the basis of Guam-only experience provided that the experience of such Offeror is otherwise responsive to the solicitation, in accordance with the requirements of 5 GCA § 5008(e).
III. SCOPE OF SERVICES

REPLACING GUAM’S ENHANCED EMERGENCY 9-1-1 SYSTEM WITH A NEW NEXT GENERATION 9-1-1 PLATFORM AND INTEGRATED CAD SYSTEM

OVERVIEW

With the advent of a more pervasive broadband culture, there is a compelling need for a new, more capable System that will allow the general public to send text, images, video, and other data to Public Safety Access Point (“PSAPs”), in addition to making 9-1-1 calls—capabilities that are increasingly common in mobile communications devices and vehicles. GFD is seeking an integrated CAD System and NG9-1-1 platform that greatly expands on the capabilities of our current system and brings us more current to the demands of the public. The primary goal of this solicitation is to completely transition the government of Guam to the new System with no reliance on the old Enhanced 9-1-1 (“E9-1-1”) system. It is essential that all standard features of E9-1-1 remain operational as the government changes over to a new base technology (IP) using entirely different software and database control mechanisms to perform 9-1-1 system capabilities and features, both for the callers and PSAPs. This applies to seldom used but critical features for dealing automatically with real time call routing and delivery problems, or troubleshooting call and data issues. All current originating service types must continue operations seamlessly, with no service dropout during the transition from E9-1-1 to NG9-1-1.

The government of Guam seeks to enter into a contract for professional services and an equipment lease with a provider for a hosted Next Gen 9-1-1 system and integrated CAD system (“System”) in which the contractor will design, install, maintain, service, operate, and own the NG9-1-1 platform/system and integrated CAD system. GFD will have the option to purchase this System. The awarded contractor will service, maintain, and operate the new integrated System after installation, and periodically upgrade the integrated System to the latest official NENA 9-1-1 standards. System upgrades, at no additional cost, will be scheduled at a time and frequency mutually acceptable to GFD and the awarded contractor. In addition, the option to purchase the System shall be available to GFD at any time throughout the contract period. GFD seeks to award the contract for these Services to the Offeror who provides the best value to GFD and the people of Guam, based on the factors, objectives, and features described in this RFP.

BACKGROUND OF GUAM’S CURRENT E9-1-1 SYSTEM

Guam’s 9-1-1 system was created in 1991 pursuant to Public Law (PL) 21-61 under the auspices of the Guam Office of Civil Defense (OCD). In March 1996, PL 23-77 transferred this responsibility to the Guam Fire Department, even while the system remained located at OCD. During this period, GFD was utilizing the Computer Enhanced Law Enforcement System (“CELES”) operated by an AS400 server with backup. This system did provide limited Computer Aided Dispatch (“CAD”) features that were used by personnel assigned. In 1999 PL 25-55 (E9-1-1 Act) authorized the 9-
1-1 surcharge specifically to fund a more enhanced emergency system with the technology, equipment, and personnel necessary to improve the service. As a result, GFD purchased an E9-1-1 system and hired civilian Emergency Medical Dispatchers ("EMDs") to replace the uniformed personnel assigned to 9-1-1 at the time.

In 2001, the E9-1-1 Center was located in Tiyan Barrigada where it operated for eight years before moving to its current location. Currently the E9-1-1 is located and operating in a space that is 16’2” in width and 38’6” in length, with a 9’ ceiling, in the Office of Civil Defense/ Guam Homeland Security Office in Agana Heights, in conjunction with the Guam Police Department’s Tactical Communications Center. There are also two supervisors’ offices: one is 13’3” in length by 10’3” in width with an 8’5” ceiling; and the other is 17’ in length, 11’ in width with a 9’ ceiling. Both GPD and GFD are utilizing these offices as storage and office space. The electrical room for the E9-1-1 Center is located upstairs from the E9-1-1 office and is 10’2” in height, 13’4” wide and 18’8” in length. The electrical room houses equipment not just for the E9-1-1 system and SMARTNET radio system but also other electronic equipment used by GPD and OCD/HS. This space housing the current E9-1-1 system is the space that GFD has available for the new System.

The government of Guam’s current E9-1-1 system is no longer able to support the priority goals of Guam. An NG9-1-1 network is sought to replace the existing narrowband, circuit switched 9-1-1 network, which carries only voice and very limited data. Currently there are difficulties in supporting such features as text messages for emergencies, images and video (including support for American Sign Language users), recordings, and easy access to additional data such as telematics data, building plans and medical information over a common data network. The new NG9-1-1 solution should function to replace the government of Guam’s existing NICE Word-Net 3 logging recorder and Centracom Gold Elite Dispatch Console System. In addition, the importance of inter-communications between the states and territories of the United States and across international boundaries has prompted GFD’s objective to obtain a more flexible 9-1-1 system design with much greater data handling capabilities for Guam. GFD seeks a standardized system with the ability to seamlessly support communications and data transfer across county, state, territories, and international borders, and across the multitude of emergency response professions and agencies, from traditional PSAPs to Poison Control Centers, trauma centers, the Coast Guard, and disaster management centers. However, a fully featured, truly “standards based” NG9-1-1 system is not yet identifiable as certain technology and standards are still in development, and therefore, this RFP seeks Proposals that will custom-design a new System for Guam that best meets the purposes and goals of GFD, while containing standard features that will allow functionality with other jurisdictions and other governmental agencies tasked with responding to emergencies.

**GENERAL SCOPE OF SERVICES**

A general Scope of Services is provided in this section; however, Offerors are encouraged to offer their own opinions and suggestions regarding the Scope of Services.
for the System, equipment, and Services in their Proposals. GFD has developed lists of goals and factors desired for the new NG9-1-1 System and the integrated CAD System, hereinafter contained in this Scope of Services; but these listings of goals and factors are not definitive. They are merely provided as guidelines for Offerors. This procurement will rely upon the Offerors to refine many of the technical objectives and provide an innovative concept/plan for the new System in their Proposals. GFD recognizes that the i3/NG9-1-1 Standards are continually evolving. Offerors are expected to offer only those appliances, equipment, and applications that are fully compliant with the latest version of the NENA i3/NG9-1-1 Standards or the most current NENA standards in effect at the time of award. In addition, the successful Offeror should demonstrate an extraordinary knowledge of system security relative to system software operating programs, physical facilities, and electronic protection to safeguard the network from man-made attacks as well as natural events. GFD seeks to award the contract for these Services and the new System to the Offeror who provides the best value to GFD and the people of Guam, with reference to the items, features, and goals generally described in this Scope of Services.

There are a few specific minimum provisions for the new System requested in this RFP to which Offerors should pay special attention:

1. Offeror shall propose a complete and fully operational System. The System shall include both an NG9-1-1 system and an integrated CAD system. If the successful Offeror’s System, as installed, does not meet the technical specifications offered in Offeror’s Proposal and agreed upon in any resulting contract, all additions or modifications required to meet those technical specifications to the satisfaction of GFD shall be at the sole expense of the successful Offeror.

2. The new System must meet the standards of NENA i3 or the most current NENA standards in effect at the time of the issuance of the Notice of Award.

3. System data must be replicated on multiple servers or at separate locations; no centralized server is suitable due to survivability and risk mitigation needs, and Offeror will ensure that no single component will create a single point of failure for the System.

4. Upon successful design and acceptance of the new System, the Offeror must ensure no break in 9-1-1 services in Guam and continue the current E9-1-1 system’s operation while transitioning to the new System. Transition should occur seamlessly while uninstalling and removing all legacy equipment, including servers, cabling, workstations, interfaces, etc. The awarded contractor will be required to submit an uninstallation plan to GFD for review and approval a minimum of forty-five (45) days prior to commencement of any such work. All such work will be under oversight by GFD and/or the Project Manager.
5. The NG9-1-1 and CAD System shall be operational and fully functional 99.999% of the time. The new System must provide for the hot-swap replacement of components. The awarded contractor or anyone servicing the System must be able to remove and replace servers, drives, and network components while the applications and System remain operational.

The remainder of this general Scope of Services, as currently envisioned by GFD seeks to include, but is not limited to, the following goals, items of equipment, System features, System components, and Services:

1. Design and installation of one (1) PSAP (Public Safety Answering Point) with ten (10) workstations and four (4) Mobile backup systems for the Continuity of Operations Plan (COOP); to include the latest in ergonomic design and structural components of the new workstations as part of the design phase. The ten (10) workstations should consist of eight (8) regular dispatch workstations and two (2) supervisory workstations.

2. GFD seeks a customizable System with standardized features and the capability to seamlessly support communications and data transfer across county, state, territories, and international borders, and across the multitude of emergency response professions and agencies, from traditional PSAPs to Poison Control Centers, trauma centers, the Coast Guard, and disaster management centers.

3. The new System should support such features as text messages for emergencies, images and video (including support for American Sign Language users), call-recording, and easy access to additional data such as telematics data, building plans and medical information over a common data network.

4. The new System should: interface/integrate to the PSTN/POTS utilizing required means; interface/integrate with a console system supporting a single user device—headset or handset; interface/integrate to allow transfer of calls utilizing the existing T-1 line(s); and the System platform should include a compatible, current, digital IP recorder with playback option.

5. The Offeror to whom a contract is awarded under this RFP (hereinafter the “awarded contractor”) will assume complete responsibility for engineering, furnishing, installing, testing, implementing, operating, and maintaining the System. The awarded contractor will be responsible for providing, installing, programming, and maintaining an NG9-1-1 and integrated CAD System that is compliant with applicable standards (current and future) and provides a level of service commensurate with public safety mission-critical operations. The awarded contractor must complete and pass all acceptance tests of System components, software, and equipment to the satisfaction of GFD. The awarded contractor will also be responsible for integration of certain existing data centers or host PSAPs within the System.
**SYSTEM DOCUMENTATION**

After award of any contract under this RFP, two complete sets of as-built drawings shall be developed, submitted, and maintained by the awarded contractor. As-built drawings should be submitted in Microsoft Visio format, or other agreed upon graphic format as delineated in the contract, on two individual sets of CDs. The installation and acceptance of the System shall not be complete until as-built drawings are delivered. The awarded contractor shall provide and maintain:

A. System Network Diagrams  
B. Data Flow Diagrams  
C. System Grounding Diagrams  
D. PSAP Workstation and Equipment Floorplans and Layouts  
E. Equipment Rack Layouts

During all phases of the Project, the awarded contractor will update as-built drawings as system changes are implemented.

Provide documentation for installation, operating, and maintenance for each component of the System. This documentation will include user manuals, maintenance manuals, and parts list of the equipment necessary for the continued and proper preventative maintenance and repair of the entire System.

Once awarded, all documentation required to be provided by the awarded contractor should be submitted in Microsoft Office format. If not, any specialized software required to view, edit, or maintain system documentation shall be provided by the awarded contractor at no additional cost to GFD or the government of Guam.

**SOFTWARE MAINTENANCE**

The awarded contractor shall maintain all contractor-furnished software in a reliable operating condition and incorporate the latest software changes applicable to the installed System for the duration of the contract. All System customizations performed by the awarded contractor to meet the purposes of this RFP and any resulting contract must be included in the continuing maintenance for the duration of the contract, including any maintenance period after expiration of any applicable warranty period.

A. The Offeror’s Proposal shall describe the nature of offered software maintenance coverage and program for maintaining reliable, efficient, and current software. The Offeror’s Proposal shall describe the proposed methodology for the maintenance of each type of software provided. Offerors’ Proposals shall further describe their willingness to assist GFD with non-defective application support system issues.
B. When and if a Price Proposal is requested from an Offeror, the contract pricing for the maintenance portion of the contract shall include providing and installing any system software patches, upgrades, enhancements, etc., developed by the software manufacturer during the maintenance contract period.

C. When and if a Price Proposal is requested from an Offeror, the contract pricing for the maintenance portion of the contract shall include providing an estimated number of hours of support for non-defective application support, along with data to support this estimate. This type of support will assist in system configuration, performance tuning, and other support that would normally fall outside the scope of a typical support call.

CONTINUATION OF MAINTENANCE

In the event that the manufacture and sale of any component of the proposed System is discontinued by the original equipment manufacturer, the awarded contractor will agree to provide continuous maintenance coverage, if desired by GovGuam, for up to five years from the date GovGuam is notified of the cessation of manufacture of the equipment.

PERSONNEL SECURITY

The Offeror’s Proposal shall describe background checks provided for employees, including whether checks are performed for all employees, or only if their role and responsibility within the Offeror’s organization mandates it. The Offeror’s Proposal shall also describe policy on hiring former computer hackers, personnel non-disclosure agreement requirements, and procedures followed when personnel terminates employment to ensure the security and confidentiality of its clients’ systems.

ONSITE SYSTEM MAINTENANCE PERSONNEL

The Proposal shall include the provision of onsite staff members from the Offeror who are capable of performing system maintenance during the term of the contract. The personnel shall be technically qualified to provide the following Services:

A. System Maintenance
B. System Software Upgrades/Repairs
C. System Hardware/Equipment Upgrades/Repairs
D. Database Upgrades/Repairs
E. 24-Hour On-Call Contractor Contact
PROPOSED NG9-1-1 SYSTEM

NG9-1-1 SYSTEM DESIGN AND FEATURES

The NG9-1-1 System shall be able to seamlessly transition into operation with no break in emergency services and should demonstrate next generation features that include or are upgradable to:

A. CALL ORIGINATING UTILIZING:

1. Internet Protocol (IP) User Agents (UA); i.e., computing devices that support Session Initiation Protocol (SIP) clients such as; IP phones, and IP wireless devices (Audio, Text, Data, and Video).

2. Cellular devices with Short Message Service (SMS).

3. Third-party call centers such as Telematics service providers (Audio and Data).

4. IP Video Relay Systems (VRS) for the deaf and hard-of-hearing community (Text, Data, and Video).

B. CALL SUPPORT AND PROCESSING USING:

1. Traditional 9-1-1 trunks (e.g. CAMA) and SIP connections/trunks.

2. NG9-1-1 Network components such as Emergency Service Routing Proxy (ESRP) and data gateways.

3. Existing ANI/ALI capabilities and NG9-1-1

C. CALL TAKING AT THE PSAP USING:

1. IP Automated Call Distribution (ACD) systems.

2. IP phones and workstations.

D. COMMUNICATION RETRIEVAL/PLAYBACK

(NG9-1-1 SESSION RECORDING AND LOGGING/SELECTED ADMIN LINES/RADIO TRANSMISSION) UTILIZING: Digital Voice Recorder
E. GUAM E9-1-1/FIRE DISPATCH CENTER

The System platform should support the taking of emergency, critical, and administrative calls for eight (8) workstations and two (2) supervisory workstations (expandable to 12 or more).

F. INTERFACING/INTEGRATION

1. System should interface/integrate to allow transfer of calls utilizing the existing T-1 line(s).

2. System should interface/integrate to the PSTN/POTS utilizing required means.

3. System platform should interface/integrate with existing console system supporting a single user device; headset or handset.

4. System platform should include a compatible, current, digital IP recorder with playback option.

G. FEATURES

1. IP based location acquisition and validation, and call routing.

2. ESINet interconnection including ECRF based call routing.

3. System data must be replicated on multiple servers or at separate locations; no centralized server is suitable due to survivability and risk mitigation needs.

4. The proposed System should provide call-handling capabilities to meet or exceed the government of Guam’s traffic requirements.

5. The proposed System should permit customization of the user interface on a per user basis and including screen layout, colors, and fonts.

6. The proposed System should include a log-in feature with history for call takers.

7. The proposed System should be compatible with the following PBX interfaces: Analog; T1; ISDN-PRI with or without QSig; SIP over Ethernet.

8. The proposed solution must meet the standards of NENA i3 or most current at the time of award.
9. The proposed System should support multiple layers of redundant call processing and more than one level of survivability.

10. The proposed System should have programmable Automatic Call Distribution (ACD) capabilities included, not as an additional cost.

11. The proposed System should have the ability to record 9-1-1 audio and shall be played back immediately after the call is ended if desired. Call takers should have the ability to forward the audio to other positions. Note: this new recording capability is intended to replace the existing GG NICE Word-Net 3 recording capabilities.

12. The proposed System should have a dedicated abandoned call visual indicator and support a distinctive tone for abandoned 9-1-1 calls.

13. Call takers should have the ability to recall a list of calls previously answered at the call taking position. A minimum of 25 is required.

14. Call takers should have the ability to view a minimum of five (5) previous calls from the same phone number as the current call.

15. The proposed System should be capable of conferencing a minimum of four (4) parties.

16. The proposed System should provide a HOLD function that makes it possible for any 9-1-1 call taker (from a different position) to retrieve a call put on HOLD by another call taker.

17. The proposed System should be designed so that no calls in progress will be dropped or lost due to failure of the telephony servers. Conference servers are not an acceptable substitution. EXAMPLE: 9-1-1 call from GPD, call taker should have ability to alert (whether audible or visual) the GPD PSAPs that call is for them, and if needed, call taker has ability to allow GPD personnel to “enter” into conversation and eventually assume control of call without transfer/conference.

18. Any authorized call taker or supervisor should have the ability to join an existing call by clicking on the appropriate call indicator on their screen. Upon entering any 9-1-1 or administrative call for which ANI, CBN, ALI, or caller ID information is available, such information should be immediately displayed on the call taker’s display, and all parties should be in conference.

19. The central communications platform should have the capability to provide a digital T1 (DS1 standard) and/or ISDN-PRI interface for 9-1-1 trunks and administrative lines. For T1’s, this should be a direct connect
T1 without the requirements for separate analog channel bank equipment. For ISDN-PRI, all relevant features, including Feature Group D, should be supported. Platform should be capable of supporting single or dual spans. Platform should be capable of supporting a mix of T1 and ISDN-PRI on the same hardware.

20. Proposed System should support a distributed architecture and allow for flexible rule-based call routing using different gateways in different locations, including automated fail-over in case a gateway is temporarily unavailable.

21. Proposed System should be expandable (without adding controllers or an additional rack or backroom) to accommodate a 50% growth from current capacity. System expandability should support potential for regionalizing with the DoD team without necessity for multiple disparate controllers.

22. Any authorized call taker or supervisor should have the ability to silently listen to another call taker’s telephone conversation from his/her workstation. Such action should not cause any audio or visual disturbance at the monitored answering position. Monitoring can be performed from system IP phones in addition to supervisor workstations.

H. THE FOLLOWING TELEPHONY INTERFACES SHOULD BE SUPPORTED:

1. CAMA (analog and T1);

2. PRI (T1/E1 with or without QSig interface for PBX interconnect to other PBX’s);

3. Digital T1 Interface;

4. ISDN Primary Rate Interface;

5. Enhanced MF Signaling Interface;

6. Direct IP Telephony Interconnection.

7. The proposed System should have call monitor/observe/silent monitor functionality.

8. The proposed System should have a Barge-in capability for supervisors or designees.
9. The proposed System should support internal Instant Messaging (IM) between call taker positions.

10. Automatic TDD/TTY Answering System should be provided system-wide that is utilized by each call-taking position. The System shall be capable of transferring and/or conferencing a TD/TTY call. The System should allow users to store and access a minimum of 20 pre-programmed TDD/TTY messages and print the previous TDD/TTY conversations.

11. The proposed System should support the ability to transfer as required. The proposed System should support pre-programmable intelligent transfer functionality.

12. The Central Communications Platform should enable call-takers to perform one-button callback for Hard Line 9-1-1 calls, Wireless 9-1-1 calls, and VoIP calls.

13. The Central Communications Platform should provide two output interfaces to the ALI Retrieval system and have an auto ALI re-bid capability.

14. The proposed System should provide the ability to display ALI information to the call-taker before the call is answered.

15. The proposed System should allow multiple carriers to directly interface into the NG9-1-1 System.

I. SOFTWARE CONTROL AND COMPONENT REDUNDANCY

1. The NG9-1-1 System may be software controlled and should feature component redundancy: all major components proposed in the System should be fully redundant, allowing for full geographical split location of the System if desired. The System should be designed to allow distribution of major components between multiple locations without requiring the purchase of multiple systems. No single major component failure should disable more than 50% of the System’s capacity.

J. VOIP ENHANCED 9-1-1 SYSTEM

1. The System Architecture should be such that the failure of any one component or module will not result in total system failure, but only the loss of the equipment associated with that module. All vital system modules should be protected through the use of redundant modules to eliminate any single point of failure. It is mandatory that any central processor should be fully duplicated in a hot standby mode. Switch-over should be automatic and should not require manual intervention.
2. The System should be engineered to provide system-wide reliability. The Offeror’s Proposal shall describe their system architecture with respect to the major components or modules and describe how the System will react to a failure of each major component or module.

K. MANAGEMENT AND PROCESSING CAPABILITIES

The proposed System should have the demonstrated ability to effectively manage and process a variety of different call formats including but not limited to:

1. Traditional analog or digital telephone calls.

2. Wireless calls in compliance with the FCC Phase I and Phase II mandate for full call integration.

3. Voice Over IP in native (SIP) format in compliance with the NENA i3 Standard or most current NENA standards in effect at the time of the issuance of the Notice of Award.

L. CENTRAL COMMUNICATIONS PLATFORM

The Central Communications Platform should be capable of providing intelligent call distribution of 9-1-1 trunks and administrative lines. The Automatic Call Distribution (ACD) should allow for various routing options including as a minimum:

1. The capability to route the call that has been waiting the longest to the first available operator.

2. The capability to ring all answering positions.

3. Circular

4. Multiple Queues

5. Control DND

6. Overflow

7. The proposed System should allow supervisors and/or call-takers to view real time, concise ALI information of all 9-1-1 calls in queue at the PSAP or workstations. The System should be equipped with a monitoring capability that can be located with the Central Communications equipment or in a remote location.
8. All call taking, mapping, dispatch, maintenance and administration functions should be via a browser-based application.

9. The awarded contractor will include and keep in stock in Guam all recommended critical spare parts.

10. When a 9-1-1 call is received, the ANI controller should accept multi-frequency codes extended from the Central office and decode the calling telephone number and display it on the screen associated with the answering Call Taker’s Position.

11. Immediately thereafter the ANI Controller should automatically extend the calling number data to the ALI computer. Then, the ALI information should display the caller’s address with the ANI. Systems that wait to retrieve ALI until the call is answered are not acceptable.

12. The proposed System should be configurable to allow Call Takers to bypass ACD assignment and answer any ringing 9-1-1 call directly. Permission to change this feature can be assigned on a per user basis.

13. The proposed System should be capable of supporting a variety of monitor sizes.

14. Administrative and emergency calls should have different type tones to enable the 9-1-1 call taker to distinguish between the two.

**M. 9-1-1 ADMINISTRATIVE CALL DETAIL REPORTS**

9-1-1 and Administrative Call Detail Reports (for recordkeeping and legal requirements) should be readily available. These should include, but are not limited to:

1. Call Count by Hour;

2. Call Count by Day;

3. Call Count by Day vs by Hour;

4. Call Count by Week;

5. Call Count by Month;

6. Call Count by Quarter;

7. Call Count by Year;

8. Call Count by Call Types;
9. Call Count Comparison by Month;

10. Call Count by Ring Time Range;

11. Transfer Average by Month; and

12. Trunk and Line Utilization by Day vs Hour

N. GFD NG9-1-1 SYSTEM OBJECTIVES

The objectives of the NG9-1-1 telecommunications System are as follows:

1. Provide an answering point for all emergency 9-1-1 calls with ALI.

2. Migrate to a NG9-1-1 call taking solution.

3. Provide mobile call taking positions.

4. Distribute call taking operations between a main PSAP and backup center or EOC.

5. Deploy call taking solution that is flexible enough to accommodate future plans for regionalization or consolidation.

6. Allow multiple carrier the ability to directly interface to the NG9-1-1 solution.

7. Implement NG9-1-1 MIS solution.

8. Implement NG9-1-1 Mapping solution.

9. Provide manual input of telephone numbers in case of ANI failure in order to receive ALI display.

10. NG9-1-1 solution should have a recording function to replace the government of Guam’s existing NICE Word-Net 3 logging recorder.

11. NG9-1-1 solution should be integrated with a CAD system to replace the government of Guam’s existing Centracom Gold Elite Dispatch Console System.

12. NG9-1-1 solution should transfer emergency calls to the Joint Region Marianas (JRM) Guam Regional Dispatch Center (RDC) on Navy Base Guam and Andersen AFB primary and alternate consolidated dispatch centers. The transfer of emergency calls includes voice and appropriate
ANI/ALI information to the Department of Defense team’s respective Telephony systems.

O. GENERAL REQUIREMENTS: OFFEROR

1. Past Performance: The Offeror’s Proposal shall provide a list of systems installed with installed NG9-1-1 systems that the Offeror or Manufacturer being represented has installed in the past five (5) years within the United States, Guam, and/or U.S. Commonwealths or other territories. The list shall include the size/scope of the NG9-1-1 system, government agency name, contact person, telephone number and cutover date.

2. All COTS hardware must be certified to the ISO 9001:2008 standard or current applicable standard.

3. The System proposed shall comply with all current applicable NENA, APCO, FCC, UL, and Telcordia standards.

4. The Offeror’s Proposal should include ANI/ALI equipment as required to support the proposed System.

5. The Offeror’s Proposal shall include other hardware as required for the proposed System.

6. The Offeror should ensure for all components of the proposed System that no single component will create a single point of failure for the System.

7. The Offeror shall provide a turnkey System with full redundancy capable of allowing for components to be located geographically at two different locations if ever desired, and act as backup for each other and replicating any and all data between the two sites.

8. Dependent on Department of Defense security guidelines, the Offeror’s NG9-1-1 solution should be able to interface with the JRM Guam RDC and AAFB’s consolidated dispatch center (primary alternate) to transfer calls (including both voice and ANI/ALI information) to the DoD 9-1-1 Telephony systems, if allowed.

9. The Offeror’s Proposal should provide a Project Management Team for program planning; direction, structure and controls in order to provide superior service and to ensure all contract requirements are strictly followed. One of the awarded contractor’s project manager’s primary duties will be to prepare a comprehensive management plan for
technical services staffing. Offeror shall provide an overview of their project management process in the Proposal.

10. The awarded contractor shall have technicians on Guam that are certified by the manufacturer for installation and maintenance support for the NG9-1-1 solution proposed and are readily available 24 hours per day, 7 days per week, 365 days per year.

11. The Offeror should also have engineers/technicians that have knowledge of GG’s two-way radio dispatch system (SMARTNET) and/or recording system, in order to facilitate any integration into these existing systems, as proposed by the Offeror, if such solution is the best option proposed for Guam.

12. The awarded contractor shall have a current valid Guam Business License and Guam Contractor’s License and will provide a copy of such upon issuance of a Notice of Award to the Offeror.

P. MAINTENANCE AND SERVICES

1. The proposed System should have the ability to independently use NTP protocol to maintain clock synchronization with a Master Clock. The Offeror should provide the Net Clock for the System.

2. The System should have sufficient capability and capacity to provide full system operation for current and future needs of the GG’s access lines at all times, including stand-alone operation without delays in displaying, transferring or ringing. The System server should have sufficient memory and a processor to accomplish the needs of the System now and in the foreseeable future.

3. The awarded contractor must provide, at no cost to GFD, all software releases designed to enhance the proposed System to keep the System state-of-the-art for the duration of any awarded contract (up to 5 years).

4. All software updates or enhancements must be accomplished without taking the System out of service.

5. The Offeror’s Proposal shall provide a detailed description and Engineering diagram of the solution, including a discussion of the System’s architecture and its ability to provide the Services.

6. The awarded contractor shall provide training for the proposed System to all Call Takers, Supervisors, Officers-in-Charge, and any pertinent Administrative Staff approved by the Fire Chief. Training should be
detailed in the Proposal. Details should include a full training curriculum and the level of proficiency expected.

7. The Offeror shall provide in their Proposal a narrative concerning the procedures for reporting trouble.

8. During the contracted term (up to 5 years), the awarded contractor shall provide on-site maintenance technicians whenever required, 24-hours per day, seven days per week, including holidays. Response time shall not exceed 1 hour after notification of a critical nature, and 4 hours for all others. Any on-site troubleshooting and replacement of defective components will be performed by the awarded contractor’s manufactured certified technicians. Twenty-four (24) hour system monitoring and remote diagnostics shall also be provided for the duration of the contract. Additionally, the awarded contractor will be responsible for the cost for connectivity for the remote monitoring of the NG9-1-1 System.

PROPOSED COMPUTER AIDED DISPATCH SYSTEM (CAD)

BACKGROUND CAD

The personnel assigned to 911 in the mid to late 1990s utilized a CELES System that had limited CAD functions. There was a vehicle/unit screen that allowed personnel to quickly view unit’s status. It also had a data function for statistics and did generate incident report or case numbers in numerical order. These functions were used by the fire fighters assigned to the Communications Bureau of GFD.

P.L. 25-55 (1999) allowed for the purchase of a more advanced E9-1-1 system. This is the current system, which was purchased in 2000 and installed in 2001, and which GFD now seeks to replace with an NG9-1-1 and integrated CAD System. The current E911 system replaced the CELES system but did not include new CAD functions.

Since the inception of the E9-1-1 system, all information gathered (from statistics to case numbers etcetera), have been compiled manually by the personnel assigned. The installation of a CAD system which is integrated into the NG9-1-1 System will alleviate the tedious work that the EMDs had to perform, and make accountability, collection of statistics, unit status, information retrieval, and other services that ultimately benefit the people of Guam more readily available.

In 2003, The Law Enforcement Information Technology Standards Council (LEITSC) identified the need for a national standard for computer aided dispatch (CAD) functional specifications to:
• Provide a starting point for law enforcement agencies to use when developing CAD requests for proposals (RFP’s);
• Level the playing field when working with vendors; and
• Promote system interoperability.

This recognition ultimately led to the creation of the Standard Functional Specifications for Law Enforcement Computer Aided Dispatch (CAD) Systems through the cooperation of a number of partner organizations and with funding from the Bureau of Justice Assistance. In 2009, the IJIS Institute’s Public Safety Data Interoperability Project, with funding from the Bureau of Justice Assistance, identified the need to expand the original document to include Fire Service and Emergency Medical Service (EMS) CAD functional specifications. Through a series of meetings and collaborative efforts, a Revision Assessment for the Incorporation of Fire and EMS Functions into the Law Enforcement CAD Functional Specifications was created.

Therefore, Offerors should propose an integrated CAD system that meets or exceeds the functional specifications listed in the Standard Functional Specifications for Law Enforcement Computer Aided Dispatch (CAD) Systems, as appropriate. Offerors should attempt to include or address the following objectives, features, and items in their Proposals:

**CAD SYSTEM FEATURES**

Users should be able to operate CAD system with or without a mouse. Only minimal functions should be mouse controlled.

The work monitor should display, at a minimum, the following:

1. Menu bar containing commands and actions that the user may perform
2. Command line that may be used to type commands into the System
3. Status message area which shows the results of the user actions
4. Info Panel which shows the current System status and the number of messages that exist for user

During the implementation phase of the CAD installation, the awarded contractor shall work with GFD to provide screen tailoring. This includes the capability to move and delete fields within some forms.

**INTERFACE**

The Offerors shall ensure that the CAD system is able to interface with NG9-1-1 system (hardware and software) and that compatibility is reached.

Offerors may propose to provide the following modules:

1. Data Management Module (Statistics gathered via alarm types, date, times, etc.)
2. Personnel Management Module
3. EMS Module (NEMSIS Compliant)
4. Fire/Incident Management Module (NFIRS Compliant)
5. Law Enforcement Module
6. Ambulance Billing Module

If the Offeror does not propose to provide the above-listed modules, the proposed System should allow for the expansion of the System through future purchase of other software modules or the updating/upgrading of the modules listed.

SECURITY

CAD should allow the application to recognize authorized users and provide access to individually authorized functions during sign in. To facilitate these responsibilities, access rights and permissions should be associated with the various functions available within the System.

1. EMD Access to be determined by EMD Supervisor and/or EMD Administrator/Officer-in-Charge
2. EMD Supervisor Access to be determined by EMD Administrator and/or Officer-in-Charge
3. EMD Administrator and/or Officer-in-Charge shall have total access
4. Temporary User Access to be determined on a case-by-case basis

SECURITY ADMINISTRATION

To maintain ease of management of these rights and permissions, the application is partitioned into various management units for administration. The System should allow users to be assigned to one or more roles within the Communication Bureau of GFD and/or the GPD; and should be associated with at least one agency.

1. The sign on and sign off process should consist of the user’s credentials to include a user’s ID and a password
2. Access privileges shall be set by agency-defined roles. Each user is then assigned to one or more roles.
3. Temporary users should be allowed or created, and become disabled after a determined time period to allow for emergency situations or temporary access to the proposed System.
4. During the sign on, the user should specify a combination of role, geographic responsibility, unit ID, and assigned agency. CAD should then run an agency specific security checks to authenticate the accuracy of user’s information, access, and restrictions
5. Users should be allowed a certain number of failed sign-in attempts before locking the user out, once a lock-out has occurred, the proposed System should notify authorized personnel up the user’s chain-of-command
6. Device lock-out should occur when there are a certain number of failed log-in attempts due to authentication failure from several users. System should notify authorized personnel.

7. System should allow only authorized personnel to clear any type of lock-outs.

8. System should cache all successful and unsuccessful sign on/off logs for a configurable period of time.

9. System should log user credentials, device ID, the date and time of sign on, and all administrative actions, such as password changes.

10. System shall provide any of various effective means for user security (example: unplugging headsets, prompt to act, etc.) should the user need to temporary vacate the workstation in order to prevent tampering.

**COMPUTER AIDED DISPATCH & MOBILE DATA SYSTEM**

This section contains a list of features and objectives for the CAD, RMS and Mobile Data System application. Any reference to a particular brand or trade-name is for comparison purposes only and does not exclude the admission of equivalents.

The CAD, RMS and Mobile Data System that the Guam Fire Department seeks will be integrated into the NG9-1-1 System so that the systems work seamlessly together and demonstrate next generation features that include or are upgradable to the following objectives:

1. CAD should allow tasks to be entered by keystroke and/or mouse action. However, the system should allow all dispatch commands to be initiated by keystroke only if desired. All commands should be entered in a user defined order without the need for special command identifiers. For instance, a command to en-route a unit might be entered in as “1A11 EN” where “1A11” is the unit ID and “EN” is the user defined status for en-route.

2. Commands should be entered in any order. For instance, the above unit status command could be entered in as “1A11 EN” or “EN 1A11.”

3. Data parameters should be entered in any order on the command line. The user should be able to enter a command on the command line without disturbing operations in the work areas.

4. The System should utilize an "intelligent command line" such that it will prompt the user for valid formatting of the command.

5. CAD should provide standard GUI items like drop down menus to make selection easier for frequently used fields such as incident types, disposition codes, agency IDs.

6. CAD should support pre-fill fields in appropriate pre-formatted screens, eliminating redundant data entry. For instance, a specific agency might want the city/village field to be always filled in.

7. Quick entry methods should minimize the keystrokes required to perform incident initiation, incident dispatch, and unit status changes.

8. CAD should provide the user with standard editing capabilities.
9. Users should have the ability to move forward and backward to complete data fields.
10. Users should be able to correct command line errors using edit keys and resubmit the command without having to put the cursor at the end of the command.
11. CAD should provide the user with standard form navigation.
12. The cursor should return to the first position of the first field following completion of a command line function.
13. The CAD user interface should provide the ability to handle the variety of transactions that a dispatcher must handle almost simultaneously.
14. The CAD work areas should operate independently—a command or function in one area should not disturb the command or function in the other area.
15. The CAD system should support multiple command lines.
16. The CAD system should support multiple work areas. For instance, the call taker should be able to have two or more incident initiation forms displayed at the same time.
17. CAD should support a split screen capability that provides the display and use of multiple separate work areas and command lines on a single monitor or multiple monitors. These work areas should operate independently and allow the user to perform the same or separate functions from each area.
18. The user should be able to move easily from one work area to the other via the mouse or keyboard.
19. CAD should allow multiple CAD functions to be in progress at the same time.
20. CAD should allow the user to enter a command, then move to another work area or command line and submit another transaction, then return to the previous function and resume where they left off.
21. CAD should have available formatted screens for initiating database inquiries.

CAPACITY AND PERFORMANCE

1. The CAD system shall be functioning and operational 99.999% of the time.
2. CAD response time should be under the GUI standard of 2 seconds unless the operation is external to CAD and, therefore, uncontrollable by CAD.
3. CAD should provide the ability for supervisors to monitor and control other positions without degradation of system performance.
4. CAD should support cross-node synchronization for disaster recovery.

ERROR HANDLING

1. CAD should handle errors in a consistent manner with the display of a message that indicates the problem.
2. CAD should provide editing capabilities for correction of errors.
3. When errors are encountered within a data entry form, CAD should automatically place the cursor on the field in error and display a descriptive error message.

**GEO-FILE AND ADDRESS VERIFICATION**

1. Ability to update the "live" CAD system with the new geographic file without system downtime or degradation.
2. Ability to maintain a geographic database which includes the following:
   a. Street records (high, low, cross-streets)
   b. Common place names
   c. Aliases
   d. Intersections
   e. Latitude/longitude or state plane coordinates
   f. Map references (zone, grid)
   g. Jurisdiction
   h. Geographic service area boundaries (e.g., patrol beat, sub beat)
   i. Freeways
   j. Zip code
   k. Sub-division names
   l. Park names
   m. School names
3. Ability to validate all location entries against a master geo-file
4. Ability to support the following location entries:
   a. Exact address (including ½ addresses)
   b. Apartment number (e.g., ½, #5, 2D, D2)
   c. Apartment building name or number
   d. Block range
   e. Street name
   f. Common place name
   g. City
   h. Intersections
   i. Partially spelled or misspelled street names
   j. Street alias
   k. Street abbreviation
   l. Limited access roadways and highways
   m. Mile marker locations
5. Offeror’s Proposal should describe in detail the location validation process.
6. Ability to enter a valid street name and be presented with a list of cross streets and associated address ranges.
7. Ability to enter a partial street name and be presented with a list of possible matches.
8. Ability to enter a misspelled street name and be presented with a list of possible matches.
9. Ability to enter a unique building and unit number to clearly identify the location (e.g., 100 Marshal ST, Bldg. 5, Unit 13).
10. Ability to enter common street alias and abbreviations instead of the actual street name (i.e. MLK for Martin Luther King Blvd.).
11. Ability to override geo-file by entering valid response area data.
12. Ability to override geo-file for addresses outside the City limits.
13. Ability to generate a report of geo-file overrides including all data, operator ID, date, time, operator position.
14. Ability to display geo-file data when location is validated, including:
   a. High and low cross streets
   b. City
   c. Neighborhood
   d. Common place or business name
   e. Response area
   f. Map page
   g. Premise warnings or hazards by exact address
   h. Premise warnings or hazards within a configurable radius
   i. Prior incidents at exact address within a configurable period of time
15. Intersections maybe entered in any order (i.e. Main/1st or 1st/Main). The order of the entry should not be altered. For example, if the user entered Main/1st, the CAD should not convert the entry to 1st/main.
16. The CAD system should be able to verify an address by a street address (e.g., entering "100 S" would display all streets that have a 100 block and that start with "S").
17. The CAD system should be configurable to allow entry of an address by a common place (e.g., entering "L." would display all common places that start with "L").
18. The CAD system should be able to verify an address by an intersection (e.g., entering "L/S" would display all streets that start with "L" that intersect with a street that starts with "S").
19. The CAD system should allow the user to choose to bypass an unverifiable location to a valid location for purposes of jurisdictional assignment.
20. If the location is bypassed to another valid location, the system should keep the unverified location as the Incident Location and note the location used for verification as a note in the Incident History.
21. The system should allow the agency to be able to configure whether non-verified locations should be flagged.
22. Ability to display the incident location in relation to other active incidents on the map during the incident entry process.

INCIDENT CREATION

1. The CAD system should record the information about an emergency call as an incident that can be initiated, dispatched, displayed, updated, and closed.
2. The CAD system should support the following:
   a. Combined call taker/dispatcher functions at a single workstation.
   b. Separate call taker/dispatcher functions at separate workstations.
3. The CAD system should have the ability to record information as an incident at the time of initiation.
4. The proposed System should allow for entry of an Incident location, caller location and a location description, all in separate fields.
5. The proposed System's location description field should be free-form.
6. The Incident Location and Caller Location should be validated against the geo-database.
7. The CAD system should indicate, as part of the incident, whether the default priority was overridden by the operator at initiation.
8. The CAD system should support the ability to add unlimited dispositions per incident.
9. When closing an incident, the proposed System should allow for the addition of narrative/comments and a closing disposition in the same string of information.
10. The proposed System should support a field to indicate additional circumstances that effect the response recommendations for the incident.
11. This should be an optional field for the user to complete which allows additional information about the incident type, such as weapon involved, suspect being held, shot fired, that further classify the response.
12. The CAD system should have the ability to allow a user to enter a date and time and schedule the incident for a future date/time.
13. The proposed System should support a quick checkbox to indicate whether the incident is on the roadway (with an assigned default) or in the dwelling and be able to determine the appropriate agency response based on this field.
14. The proposed System's complainant area of the incident entry form should provide a check box so call takers do not have to type "do not contact caller."
15. The CAD system should assign a unique incident number to each incident.
16. The proposed System should allow each agency to define whether its incident numbers are automatically reset daily, monthly, or yearly.
17. Each agency may define the fiscal reset date for the incident number.
18. Incident numbering formats should be user-defined. For instance, one agency might want the incident number formatted as “year-month-day-sequence number” and another agency might want “day-sequence number”.
19. The incident number should have the ability to support the Julian Date in the format.
20. The incident record should track the source of the call (e.g., public-initiated, seven-digit, field-initiated).
21. The proposed System should automatically detect and assign the appropriate source of the call for the following instances:
   a. 911 call
   b. Field initiated incident
   c. MDT initiated incident
   d. Alarm interface
   e. Default value if none of the above is detected should be a non-emergency phone request.
22. The proposed System should support the creation and assignment of user defined sources of the call.
23. The CAD system should support field-initiated incidents from both a user and mobile data entry.
24. The CAD system should have the ability to receive calls and initiate incidents from NG9-1-1, Enhanced 9-1-1 (E911), or Phase II-compliant mobile telephones. The CAD system should auto-populate NG9-1-1, E911, or Phase II ANI/ALI information into specified fields on the incident initiation form.
25. CAD should automatically transfer the ALI reporting party location field into the incident location field on the incident initiation form if the user does not enter an incident location.
26. The CAD system should have the ability to receive calls and initiate incidents from regular 7- or 10-digit calls.
27. The CAD system should have the ability to receive calls and initiate incidents from an investigations request, from the field, and from the TDD emulator.
28. The call taker should have the option of automatically attaching the content of the TDD conversation to a CAD system incident.
29. The CAD system should support the definition of an unlimited number of incident types in the incident type database.
30. The incident type field should be a minimum of six characters in length.
31. The CAD system should afford the user the ability to select an incident type from a drop-down menu available from the initiation form.
32. The CAD system should provide a pick list of incident type codes in the event that the system cannot locate the entered incident type in the incident type database.
33. The operator may enter the incident priority; otherwise, the CAD system should automatically enter the user-defined priority for the incident type.
34. The CAD system should allow the incident type configuration to specify that only certain dispositions are valid for a specific incident type.
35. The proposed System's ability to create an incident type should be based on administrative rights.
36. If an address is validated, the CAD system should automate checks and flag for previous incidents that have occurred at the location. If present, previous incidents should display in a separate work area so as not interrupt the Incident workflow.
37. If persons or vehicles are entered as part of an Incident, the proposed System should do a Previous Person and Previous Vehicle search and present them to the operator in the same manner as previous incidents.
38. Authorized users should have the ability to enter addresses into an address alert file. If a new incident is created and a match is found in the address alert file, the dispatcher should be notified and be able to view the alert information.
39. CAD should support multiple user defined premise information databases that are automatically searched and flagged for the operator anytime the incident is displayed.
40. The premise records should be user defined searches by distance in feet for each type or premise record. For instance, a 1000-foot search for police premise, a 500-foot search for inoperable hydrants, and a 1500-foot search for street closures.
41. The flags that indicate the existence of premise information should differentiate between an exact or in-the-area hit at the incident location.
42. The creation of Premise records should be supported from within both the mobile and CAD clients by authorized users.
43. The proposed System should support the ability to graphically display on the mapping application premise information and link to appropriate documents via a single map click.
44. Premise records should support the assignment of attachments to each premise record (i.e. such as a .pdf, .jpeg, .xls).
45. The proposed System should support the ability to automatically record in the incident when a user views the premise warning or hazard information.
46. The CAD system should maintain an Incident History (including user name and ID) on each incident to include subsequent updates, including changes made to primary fields such as address and telephone number.
47. The CAD system should provide the ability to display the Incident History on open and closed incidents.
48. The CAD system should be capable of printing any incident, whether the incident is open or closed.
49. The CAD system should provide subcomponents of an address (suite, front/rear, etc.).
50. Suite/apartment number should be contained in its own field.
51. Building ID should be contained in its own field.
52. Ability to record Floor Number.
53. Subdivision should be contained in its own field.
54. When a partial location is entered, the CAD system should allow the user to view information about a location in a separate work area, without interruption of data entry in the primary work area.
55. The CAD system should allow the user to select the correct match from the list of possible address matches without having to retype the address.
56. The CAD system should allow the user to page to subsequent screens to view all available information about a location.
57. After an address has been selected, if a common place record exists at the exact address, the CAD system should allow the user to optionally select a common place match.
58. The CAD system should have the ability to provide detailed information on any option returned on the verification form, including displaying cross streets, premise information and response information and zooming the map, to assist in verifying the location.
59. Once the location has been verified, the CAD system should perform a check for duplicate incidents.
60. The CAD system should check incidents for duplicate calls based on a true radius search in a user-definable distance from a coordinate in the geographic area of the incident being initiated. Using predefined grids or artificial boundaries associated with tabular geo-file databases is not acceptable.
61. The CAD system should have the option of searching closed as well as open calls for a duplicate check.
62. The CAD system should display potential duplicate incidents in a separate work area so as not to cover the Incident form or interrupt the Incident workflow.
63. Ability to immediately display potential duplicate incident information during the incident entry process.
64. Ability to prompt operator to verify creation of another incident or to add supplemental information to an existing incident.
65. The CAD system should automatically generate the following:
   a. A unique incident number
   b. Geographic location information (e.g., reporting area, zone, village)
   c. Date and time the incident was initiated.
   d. ID or Badge Number of the operator who initiated the incident
   e. ID of the workstation on which the incident was initiated
   f. Incident priority based on incident type and/or special circumstances
   g. Queries against the incident address, persons, and vehicles per the agencies configuration
66. The CAD system should display user-defined response messages to the operator for certain incident types, locations, areas and beats. An example might be referring a caller to animal control at a specific telephone number or advising that there is flooding in an area.
67. Incident initiation form should include the following:
   a. Caller's name
   b. Caller's location
   c. Caller's telephone number
   d. In front of or At Location Flag
   e. Location description
   f. Separate fields for Latitude and Longitude
   g. Incident location
68. The incident initiation form should be customizable to order fields and present only those fields that are needed for the customer’s business processes.
69. The CAD system should support creating multiple copies of an incident for the same agency based on Incident Type for the purposes of routing the same incident to multiple users within agencies to allow each copy to be managed individually.
70. Each copy of the incident should have the same incident number with a unique copy identifier.
71. Different copies can be routed to different users based on what each user must do for the incident.
72. Each copy of the incident may be dispatched, updated and closed, without impacting the other copies.
73. The Incident should have a consolidated view of all copies from within any incident form.
74. The CAD system should support an intelligent work assist area that displays information relating to what the operator is doing in the Incident form area of the application.
75. It should be possible to navigate a work assist area with a keyboard, without interrupting the Incident information in the form.
76. The CAD system should support incident creation from the command line, creation form, and from the mapping application via a point-and-click or drag-and-drop method.
77. The CAD system should be able to support multi-jurisdictional incidents and assign a unique incident number sequence to each.
78. The CAD system should support the generation of multiple agency incidents for a single incident initiation (e.g., law, fire, EMS). Each agency should have control of its own databases, resources, procedures, and case numbers.
79. The CAD system should allow incidents to be associated automatically (if configured by call type) at initiation, or users can manually associate incidents by use of a command.
80. Agencies shall define by incident type the incidents that shall require the response of more than one agency.
81. Associated incidents should be clearly denoted to indicate that there are other agencies responding. For instance, when a Fire incident is displayed, if there is an associated Police or EMS incident, the corresponding incident number should be displayed.
82. The CAD system should have the ability to notify associated incidents when updates are made to any other associated incident.
83. The CAD system should have the ability to clone incidents. Incident cloning allows for the creation of cloned (or linked) incidents after a parent incident has been created.
84. Cloning should take place from the command line or from a new form.
85. The proposed System should allow the user to clone incidents that have a pending, new, active, or closed status.
86. Cloned incidents should maintain the current date and time as well as the date and time of the original incident, for the purposes of reporting incident response time data.
87. The proposed System should allow the dispatcher to designate the agency and the geographic area that will receive the incident during the cloning process.
88. Each cloned incident should have its own incident number.
89. The initiation process should not allow a user to clear an initiation screen in progress without a user warning.
90. Once a location has been verified and checked for duplicates, the CAD system should automatically route the incident to the proper user position(s).
91. Incident routing should be based on the incident location (i.e., zone, village, User ID).
92. The proposed System should not limit the number of users that can review and update a single incident at the same time.
93. CAD should allow the transfer of pending incidents from one dispatcher to another.
94. The CAD system should be able to retrieve pending incidents or closed incidents if new information has been discovered for dispatch.
95. By incident type, CAD should be able to override the standard routing, and route based upon a user defined alternative routing. For instance, all police incidents are normally zoned to a dispatcher based upon a coverage area. However, in the instance of a low priority incident that might require a telephone only response, these are routed to an alternate position. This is commonly referred to as a “Teleserve” function.
96. The call taker should have the ability to override the automatic system routing.
97. The proposed System should have the ability for the call taker to handle the initial dispatch of high priority incidents with notification to the responsible dispatcher if the call taker has dispatching capabilities and can act as either a call taker or dispatcher.
98. The CAD system should provide for a minimum of five priority levels (numbered 1 through 5) for the purpose of assigning priority levels to incident types. Priority levels should be system-assigned based on incident type but may be overridden by a personnel incident creation.
99. CAD should provide the means to track race/ethnicity; sex; age; probable cause; arrests; citations; whether or not searches were conducted on the vehicle, driver, and/or passenger(s); and if contraband was discovered.
100. This data can be entered by any authorized user from the Vehicle or Persons screens whether on the CAD client or on the mobile client.
101. The CAD system should support an expandable comments field that dynamically grows if more text is entered than can be displayed on the screen.
102. CAD should provide the call taker an interface with Priority Dispatch's EMD, EFD, and EPD products that allows call-takers to move within the protocol “cards” and provide the most appropriate instruction over the phone based on answers provided by the caller.
103. Responses to the Priority Dispatch program should be captured in the comments or audit trail of the event.

INCIDENT DISPATCH

1. CAD should route an incident based on the agency, type of incident, and its location. From this information, CAD determines the proper jurisdiction
and agency. The incident is then routed to the appropriate position(s) covering the area that the incident resides in.

2. CAD should be able to route to all positions signed on to cover the area of response, or positions covering the override area. More than one dispatcher, as well as supervisors, should be able to monitor the various activity or calls at any time.

3. A function key should be used to dispatch a unit or units to an incident when the specified incident number and unit or unit ID’s are typed on the command line.

4. A function key should be used to retrieve the oldest, highest-priority incident in the user’s pending queue and display the dispatch recommendation form.

5. An Incident Dispatch form should provide the means to display and dispatch recommended units.

6. The CAD system should support the ability to dispatch additional units to an incident from the command line, and incident dispatch form, or using drag and drop functionality.

7. The dispatch recommendation should be configurable to display both available and unavailable units in the response area of the incident. Unavailable units should be highlighted with an identifier or by color-coding to indicate that they are busy but recommendable. The CAD system should allow the dispatch recommendation feature to be disabled system-wide, if an agency chooses not to use it.

8. If the dispatch recommendation is acceptable, the units should be able to be dispatched with a single keystroke.

9. The dispatcher should be able to override the proposed System's unit recommendation.

10. Only units on duty should be recommended for dispatch.

11. The CAD system should support alternate dispatch recommendations for different types of crisis modes (severe weather, special events, etc.).

12. The CAD system should log the recommendation displayed for the user in the incident’s history.

13. Units recommended for an incident should be based on the geographic area of the incident, the incident type, and the units' capabilities.

14. If AVL is available, the dispatcher should have the option of using an AVL (closest unit) recommendation or a geographic area recommendation.

15. Units recommended for fire and EMS incidents should be based on the location of the incident, the incident type, the fire zone, any known premise information, and the capabilities of both the apparatus and the staff.

16. There should be no limit to the number of units that may be dispatched to an incident. The CAD system should track all the units individually.

17. It should be possible to dispatch a responding unit to another incident of higher priority. The CAD system should have the option of either allowing the original incident to drop into a configurable call "stack" or have the original incident return to a pending status. If sent to a pending status, the incident should be flagged, indicating that it was previously dispatched.
18. The CAD system should be able to return the freed incident to the pending queue with minimal user intervention.
19. Users should have the ability to dispatch multiple units to a single incident simultaneously from the command line.
20. If more than one unit is assigned to an incident at one time, the first unit should be designated as the primary unit and any additional units as backups.
21. Optionally, the proposed System should allow the user to assign a specific unit as the primary unit.
22. Units may be "pre-assigned" to incidents. When a unit clears its assignment, it may automatically dispatch to the next "pre-assigned" incident.
23. The CAD system should record intermediate stops made by a unit en-route to another call for service.
24. The CAD system should allow off-duty units to be placed on duty and their status tracked for off duty employment.
25. The CAD system should have the ability to display and update incident information. There should be no limit to the number of authorized users that may review or update the same incident.
26. The CAD system should allow an unlimited number of updates and comments to each incident.
27. The CAD system should support a feature to alert the user when supplemental information is added to an incident, without requiring user action. The alert can then be cleared by the user after reviewing the update.
28. Users and other authorized staff should be able to add comments to any incident record, including closed incidents.
29. The CAD system should maintain timers for each incident and alert the user if the incident has "timed out." Timers are based on the priority of the incident. Pending incidents are timed by the priority of the incident. Timers should be configurable by the System Administrator.
30. The CAD system should support a function to reset timers for incidents that have timed out.
31. The CAD system should record in Incident History time-out and the time-out reset.
32. The CAD system users should be able to recall incidents for review, enter update information, or dispatch additional units.
33. The proposed System should allow an incident to be displayed or updated by entering either the fewest number of significant digits or the unit ID of any unit assigned to the incident.
34. The CAD system should support incident recall using either the command line or preformatted screen.
35. All incident search results should be able to be sent to the printer.
36. The CAD system should be able to clear all units from an incident at closure and assign a final disposition code.
37. The CAD system should respond to the initial dispatch by:
   a. Automatically assigning the dispatched units to the incident
   b. Automatically removing the incident from the pending queue
c. Automatically updating the incident in the incident status display
d. Automatically starting the status timers for the dispatched units
e. Automatically logging the dispatches in the incident history
f. Automatically stamping time, operator, and position for all actions
38. Incident searches should be performed interactively using the following:
   a. Incident number
   b. Range of dates
   c. Range of times
   d. Geographical area or radius from a specific location
   e. Incident type
   f. Assigned unit
   g. Assigned trooper
   h. Disposition
   i. Call taker ID
   j. User ID
39. The CAD system should allow the call taker to dispatch the call based on the CAD system/AVL unit recommendation.
40. The proposed System should be highly configurable and should support the following:
   a. Agency-defined response zones/beats/boxes
   b. Agency-defined station order responses
   c. Agency-defined responses
   d. Agency-defined location or premise classifications
   e. Agency-defined equipment or apparatus types
41. The proposed System should provide the means to identify a "Split Crew" or “Cross Staffing” which is a single crew assigned to operate two pieces of equipment. For example, if the hazardous materials van leaves the station, the proposed System should put the corresponding engine out of service. This should be done automatically without dispatcher intervention.
42. First responder recommendations should be configurable within the CAD system.
43. The proposed System should include the ability to configure and designate mutual aid responses.
44. Special equipment requests should be configurable based on response and incident type.
45. Special equipment requests should be designated with the Incident Dispatch function to support on-the-fly requests from the field.
46. CAD should support a feature to handle a temporary change of quarters for Fire/EMS units to cover for a station that is low on resources.
47. Fire units put into a covering status should be recommended from the station for which they are covering.
48. The CAD system should allow supervisors to view all pending incidents system-wide
49. For traffic stops, entering the Unit ID should auto-populate other relevant data (officer badge number, etc.).
50. With a license plate and/or name entered into the proper fields of an incident, or from the command line, the CAD system should have the ability to perform automatic RMS/NCIC queries on the information.
51. The propose System should be able to scan returned queries, highlighting certain key words for the dispatcher (e.g., "wanted person," "stolen vehicle") capable of being modified by authorized personnel.
52. The results of any query made through The CAD system should be attachable to the CAD system incident.
53. Personnel should have the ability to transfer a created incident from one area to another.
54. The user should have the option of assigning a different disposition to each unit clearing an incident.
55. The CAD system should allow "incident closed" and "unit clear" commands. For example, the incident close command would close out the incident with a single disposition, regardless of how many units were on the assignment. The unit clear command would only clear the unit specified in the command from the incident. Once the last unit has been cleared from the incident, the incident would close. This would allow dispatchers to clear individual units from the incident yet keep the incident open should other units still be working on it.
56. Incidents should automatically route to the proper area based on a verified address.
57. Queries should have short cut codes, such as P for person, in which only the specific fields are used. Example, the code VIN should only use the VIN, vehicle year, vehicle make and state fields, where a V (vehicle) should have license, license year, etc. plus the VIN fields.
58. The CAD system should have the ability to send updated incident information to a mobile device as soon as the incident is updated, and vice versa.
59. The CAD system should have the ability to assign stacked or pending calls to a unit or officer.
60. The proposed System should support attaching images and files to an Incident from both the CAD client and the mobile client.
61. All attachments should be viewable from within the Incident record.
62. The CAD Command Line should support prompting the user for the next parameter required for each command. Users should be able to turn this feature on and off.
63. If more information is entered on the Command Line than can be displayed on a single line, the command line should wrap to display the entire string while typing.

UNIT

1. The CAD system should have the ability to track units through status changes.
2. The CAD system should support a central unit table for the creation of Unit IDs.
3. The CAD system should have the ability to assign capabilities to units for dispatch recommendation purposes.
4. Users should have the ability to update a unit's functionality in real time by either adding or removing capabilities.
5. The proposed System should allow units assigned to an incident to be updated with a location other than the location of the incident without affecting the original incident location. An audit record (including time of change) should be written to the incident.
6. The CAD system should allow comment information to be entered during unit status updates. This comment information should be logged in the unit history and in the incident record if the unit is assigned to an incident.
7. Unit status should be capable of being updated using a command, form, mobile, mouse action, or function key.
8. The user should have the ability to transfer units from one geographic area to another.
9. The CAD system should allow dispatching and tracking of multiple units or changing multiple unit statuses at the same time.
10. The CAD system should allow the user agency to define the following types of unit status parameters:
    a. Special status colors
    b. Allowing a unit to be available for dispatch while in a status
    c. Allowing a unit to be available for recommendation while in a status
    d. Time allowed in a status
    e. Status code
11. The CAD system should track time in status for each unit separately and should allow each unit to be dynamically assigned different time-out values. The CAD system should alert the user when each unit has timed out.
12. When a unit is put into a status, the CAD system should assign a default timer defined for each status.
13. The CAD system should support a function to reset timers for units that have timed out.
14. The CAD system should support a function that allows unit timers to be reset to a default value for a given status.
15. The CAD system should support a function that allows unit timers to be set automatically based upon not only the status but also the priority of the incident to which units are responding. For example, an en-route time to a low-priority incident has more allowable time than en-route time to a high-priority incident.
16. The CAD system should allow an assigned unit to be exchanged for another unit.
17. CAD should provide the ability to include odometer reading when a unit goes on duty, goes off duty, and at unit status changes.
18. The CAD system should allow units to be placed on duty from a preformatted screen or command line.
19. The on-duty entry should include assignment.
20. Users should have the ability to make changes in the on-duty unit status.
21. The name of a ride-along should be capable of being entered at unit sign-on. Multiple rider names can be added to a unit.
22. The CAD system should have the ability to assign vehicles to individual officers and maintain that vehicle assignment through shift changes.
23. If an ID number being assigned to a unit already has an assignment, then the CAD system should prompt the user to either change the badge number to the new assignment or maintain the old assignment.
24. When an assignment is closed, the CAD system should maintain the officer ID number(s) associated with the assignment for audit purposes.
25. The CAD system should provide a means to schedule groups of units to bring on duty at the same time.
26. Ability to create shift schedules including the following data:
   a. Unit ID (alphanumeric)
   b. Officer ID (one or more officers per unit)
   c. Response area
   d. Vehicle ID
   e. Radio ID
   f. Date and time scheduled for on-duty
   g. Date and time scheduled for off-duty
   h. Shift designator
   i. Special equipment or response capabilities (including but not limited to shotgun, pro2, MAV, sponge gun, bean bag, etc.)
27. Ability to schedule shift/roster information up to 12 months in advance.
28. Ability to upload shift/roster information to CAD based on scheduled shift start time
29. Ability to modify shift/roster information up to scheduled shift start time.
30. Ability to automatically (without user intervention) log on-coming shift into the proposed System.
31. Ability to pre-program and override shift change information (e.g., hours of shift).
32. The CAD system should support the creation of Unit Groups for messaging and status changes.
33. The CAD system should support a temporary unit feature (with a minimum six-character unit number), allowing units that are not predefined in the system or not on duty to be placed on duty and dispatched via a single function by the system administrator.
34. Once the units complete the activity, they should be automatically taken out of service and removed from the system.
35. The proposed System should display area-specific units separately from roaming units.
36. Authorized users should have the ability to add units to the master units table. At minimum, a master unit record should support the following fields: eight-character unit number, area designation, zone designation, and unit type (one-officer, two-officer, two-investigator, etc.).
MESSAGING

1. The CAD System should have the ability to send and receive messages to the following:
   a. Personnel
   b. Workstations
   c. Predefined groups (all users, all personnel in zone, etc.)
   d. Any combination of user-defined groups, such as personnel, workstations, and MDCs
2. The CAD System should have the ability to send messages to either individuals or specific devices.
3. The messaging system should be an internal part of the CAD system.
4. The CAD system should support the creation of dynamic messaging groups (i.e., when users sign on, the system should determine what groups they are members of, based on rules that are managed by the system administrator).
5. The CAD system should have the ability to send notification and recurring messages. Messages should be able to be defined for sending a prescribed number of times per hour, day, week, or month.
6. The CAD system should support unlimited logging of messages.
7. The CAD system messaging should support the ability for users to:
   a. Create free-form messages
   b. Display messages via a single command
   c. Have audible and visual signaling of received message.
   d. Forward, reply to, and delete messages.
   e. Send certified mail (i.e., sends an automatic message back to the sender when the mail is opened)
   f. Send priority messages
8. CAD messaging should allow messages to be routed to any system printer.
9. CAD messaging should differentiate between CAD messages and messages returning from the message switch/NCIC.
10. CAD messages should be able to be added to an incident history.
11. CAD messages should be able to be sent from the command line.
12. CAD messages should accept attachments.

ADDRESS BOOK

1. CAD should support a central Address Book for storing contacts, businesses and numbers to be used to address messages and look up information.
2. Personnel should be automatically added to the address book for access to emergency contacts and numbers.
3. CAD should support the creation of multiple address books.
4. CAD should support assigning security to address books.
5. CAD should support the creation of custom fields for address book entries.
6. CAD should support searching address books from a form and command line.
7. CAD should support key word searching for address book entries.
8. CAD should support attaching documents and hyperlinks to address book entries.

**BOLO DATABASE**

1. CAD should support a BOLO or Alert database to capture information about people and vehicles.
2. CAD should support the automatic query of the BOLO database whenever a person or vehicle is entered into the system.
3. CAD should support expiring BOLOs automatically after an elapsed time.
4. CAD should support manually expiring BOLOs.
5. CAD should support cancelling BOLOs.
6. CAD should support sending BOLO messages to all users, a selection of users and mobile devices or units.

**CONTRACTOR ROTATION**

1. CAD should support a support module for rotating contractor or support personnel.
2. CAD should support the temporary removal of a contractor from a rotation.
3. CAD should support the request for a contractor from a person or vehicle record.
4. CAD should support the ability to cancel a contractor request.
5. CAD should store all information about a contractor request within the incident record.

**STATUS MONITORS**

1. CAD should support user-defined windows or monitor sets for dynamically updated views of ongoing incident, unit, and interface activities.
2. The status monitor should allow the user to page via keystrokes or utilize the mouse to scroll to subsequent screens to view more incidents or vehicles than will fit on a single window.
3. Incident monitors should be able to display active/pending incidents by area and incident status.
4. The status monitor should support the ability for system administrators, groups, or each individual to configure the layout of the workstation screen(s), depending on the number of monitors at the workstations, so
workstation windows for pending queues, active units display, active incidents, etc., are not “hard-coded”.

5. The status monitor should make use of color, sound (.wav files), and flashing in addition to textual information to enhance status recognition. These assignments should be user-definable.

6. Filtering and sort order of data should be configurable per monitor set.

7. CAD commands and functions should be programmable as mouse functions uniquely for each individual status monitor.

8. The mouse functions should support setting default values (for example in building common status changes) or prompt the user to enter a value.

9. When using the mouse functions within the status monitor the functions should use the unit ID or incidents the user has selected, and not require them to re-enter this data.

10. When configuring a status monitor the user should be able to select the fields, the length of the fields, and the order of the fields to be displayed.

MAPPING

1. CAD should have a mapping display that utilizes and ESRI based map (or its equivalent).

2. The proposed System should have ability to have user defined map layers for information such as: lakes, water ways, railroad, parcels, parks, building footprints.

3. The proposed System should have ability to create links from the geo-file to specific documents for locations or map points. This may include Excel (or equivalent), Word, (or equivalent) or photos.

4. The proposed System should have the ability to create links to the Web via points on the map.

5. The updates to the map should not affect CAD operations.

6. The CAD system should provide a tightly integrated mapping application that shows incident and unit location.

7. Mapping should run on the same workstation as the CAD application client software.

8. The maps should be resident on the CAD workstation for optimal local, wireless, and remote performance.

9. Mapping may be utilized in a wireless mode to support in-car mapping.

10. Mapping should graphically depict all active incident and unit information for the position.

11. Mapping should utilize the same coloring and textual information as CAD. For example, if the CAD system displays “EN” and a green color for en-route, the mapping application will do the same.

12. The CAD system and the map display should utilize the same ESRI geo-files.

13. The map zoom levels should be user defined by agency. For instance, Agency A wants the map zoomed to 1000 feet when recalling a dispatch,
while Agency B wants the map zoomed to 2000 feet for the same function.

14. Mapping should support CAD command and mouse operations of zoom and pan functions.

15. Mapping should support unattended operations that cause the map to perform a function when the CAD system performs a function requiring map operations. For instance, when a call is displayed, dispatched, updated; the map is automatically zoomed.

16. Mapping should display the best route to an incident, including road conditions (e.g., closures, hazard warnings).

17. Mapping should provide distance and direction of travel information from any point to any point in the GeoFile.

18. Mapping should provide a method to track and report specific common place locations to be used in the incident create process that allows the operator to create an incident without searching for the physical address for the common place location.

19. The tactical map should interact with the CAD system in the following manner:
   a. The map should zoom in to the incident location when an incident is initiated or updated
   b. Each unit’s status should display as users update units on the CAD system
   c. User may initiate incidents utilizing a “point and click” on the map
   d. Users may update a unit’s status from the map
   e. Users may update, recall, or dispatch an incident from the map
   f. Users may select Icons on the map and link to Web pages. For instance, an Icon might display a weather map of an area by linking to the local new channels weather radar
   g. User may select layers of the map to turn on and off. For instance, displaying parcels or hydrant locations when needed
   h. The ability to pan the map by grabbing a map point with the mouse and moving it.
   i. The ability to select unit(s) and have the map automatically size to display the requested units within the map
   j. With AVL the map should automatically pan to follow the selected unit(s)
   k. The ability to have the CAD system send recommendation requests for best path routing to the mapping applications including road conditions (e.g., closures, hazard warnings), then display the recommendations to the dispatcher
   l. The ability to double click on incidents and units to display additional detail as appropriate
   m. The ability to support both meters and feet distances
   n. The ability to have maps at any appropriately configured workstation local and/or remote
20. CAD should have the ability to display location details, including premise and hazard information either requested from the CAD client or from the Map.

21. The proposed System should support Phase II wireless location display from cellular callers.

22. The proposed System should support automatic updating of Phase II locations, upon receipt of re-bid information from the 911 system.

23. CAD should support the ability to configure the polling frequency of AVL equipped vehicles either by Agency, Unit Status or Vehicle Type.

24. The user should be able to initiate a "Poll" or refresh of the units AVL location from the map at any time.

25. AVL playback should be available to the authorized user from their map.

26. The map should accept the closing and opening of roads.

27. During road closure the user should be able to designate if an intersection should be treated as "open" so support crossing by public safety personnel.

**TONING/PAGING/MESSAGING**

1. CAD should have the ability to send tones, pages, and/or messages to individual smart devices and groups of smart devices and/or Fire Station toning systems.

2. When CAD is interfaced with a toning/paging/messaging system, the following features should be available:
   a. Automatic and manual dispatch notification (toning)
   b. Visual indication of when Public Announcement (PA) systems are activated for broadcasts during toning sequences
   c. Manual control of Fire station bay doors and other toning system devices
   d. Automatic resetting of status lights on the control panels of the toning/paging/messaging systems

3. CAD should have the ability to interface with Fire Station printers through applications that facilitate sending messages of incident alarm details.

**RADIO CONSOLE AND SUBSCRIBER INTEGRATION**

1. CAD should have the ability to interface with 10 or more channel trunked radio system, which group radios to provide an effective method for radio communications between dispatchers and officers.

2. CAD should have the ability to group users into talk groups so the same communication can go to all at one time.

3. CAD should have the ability to send alerts and alarms over the existing radios.

4. CAD should have the ability to retrieve radio assignment information.
5. The proposed System should display Push-to-Talk information from the radio system on the CAD status monitors.

OFFLINE MODULE

1. CAD should have the ability to allow users to create/modify incident data if the connection to the CAD server is lost (offline) for any reason and to upload the data into CAD after the connection is reestablished.

SYSTEM INTERFACES

1. The proposed System should have the ability to transfer event (incident) and audit records from CAD through trigger configuration. These transfers should be completed in near real time.
2. The proposed System should have the ability to query external databases to get access to information, i.e., warrants, people, articles, guns.
3. Offeror’s Proposal shall describe the query structure that will be provided.
4. The proposed System should be integrated with an ad hoc report writer that allows a trained user to create reports from incident data.
5. The proposed System should have a report scheduler that can schedule reports to be automatically run at user defined times.
6. Reports should be publishable to an intranet or internet.
7. CAD should have the ability to interface to TDD systems in order to accept emergency calls from hearing- or speech-impaired individuals.
8. CAD should have the ability to interface to an external master clock for time synchronization.
9. CAD should have the ability to interface with other 9-1-1 systems, and must be integrated with the NG9-1-1 system.
10. Anytime an incident is displayed, the caller’s address, name, and phone number should display. Additional NENA information should be easily accessed for the incident by using function key.

REPORTING

1. Ability to create reports based on any available CAD data
2. Ability to create a standard Incident Detail Report by a single command, that includes all data associated with a specific incident formatted in an easy-to-read, professional style.
3. Ability to view, query and archive CAD logging data from a PC.
4. Ability to generate the following standard reports:
   a. Activity analysis by day of week
   b. Activity analysis by geographic area or any agency-defined layer
   c. Activity analysis by hour of day
   d. Activity analysis by shift
e. Incidents – by geographic area by hour of day
f. Response time by method of receipt
g. Response times by geographic area
h. Response times by type of call/priority
i. Total and average time on call – by day of week
j. Total and average time on call - by geographic area
k. Total and average time on call - by hour of day
l. Total calls for service by date by nature or disposition
m. Total incidents by date by nature or disposition
n. Total reports by date by disposition
o. Agency-defined query

5. Ability to record and create reports using the following information:
   a. Alarm type and alarm company code
   b. All associated geo-file information
   c. ANI/ALI data including address and phone number
   d. Available mobile to available at station
   e. Available mobile to unavailable
   f. Business or premise name
   g. Call-Taker/Dispatcher ID
   h. Comments/narrative (unlimited)
   i. Commonplace name (e.g., parks, streets, schools)
   j. Date and time call received by 911
   k. Date and time incident entered
   l. Date and time of held incidents
   m. Date range
   n. Disposition
   o. Geographical areas defined by the user
   p. Incident number
   q. Incident type
   r. Incident type/priority
   s. Location address, description, supplemental location
   t. On-scene to close of call by officer who arrive at scene
   u. On-scene to transporting
   v. Premise and prior information flag
   w. Premise type (e.g., building, location, and person)
   x. Priority
   y. Reporting areas
   z. Reporting party information, including name, address and phone
   aa. Reporting zone
   bb. Responding to on-scene
   cc. Source (e.g., 911 or 10-digit, radio, other codes as defined by PPD)
   dd. Time range (any time-stamped event to any other time-stamped event)
   ee. Unit/officer ID
   ff. User name and ID of all users associated with the incident
gg. Workstation ID associated with all CAD functions performed on incident

6. Ability to print chronological incident and/or incident report listing

7. Ability to query and print incident details, including:
   a. Incident entry or incident number
   b. Date/time received
   c. Reporting zone
   d. Activity code/incident type
   e. Location or partial location
   f. All incidents in a geographical region defined by the user
   g. Priority
   h. Reporting party/complainant/caller name
   i. Phone number
   j. Narrative
   k. Vehicle description
   l. License plate
   m. Cancelled call
   n. Disposition
   o. Officers/units assigned
   p. Time dispatched
   q. En-route time
   r. On-scene time
   s. Available time
   t. Officer reporting
   u. All Call-Taker/Dispatchers handling incident
   v. Any time-stamped event

8. Ability to query using partial names and wild cards in any field within the incident.

9. Ability to generate daily listing of incidents and officers assigned:
   a. Incident number
   b. Unit ID
   c. Officer name (if available)
   d. Officer ID (P number)
   e. Disposition
   f. Location
   g. Date/time received
   h. Ability to print audit report of changes to incident records:
      i. Date/time of change
      j. Workstation/terminal ID
      k. Call-Taker/Dispatcher ID
      l. Transaction type (deletion, edit, etc.)
      m. Field modified (saving previous information)
      n. Incident location
      o. Actual dispatch location

10. Ability to direct inquiry results to any CAD printer.

11. Ability to view requested reports prior to printing.
12. Ability to restrict user actions by:
   a. Warning of the number of records found
   b. Using prompts to continue/refine/alter the query

SYSTEM ADMINISTRATION

1. Ability to create and maintain support data files used in dispatch center operations, including:
   a. Street closures
   b. Special equipment file
   c. Telephone number lists
   d. Notification lists
   e. Personnel file
   f. Special skills (e.g., foreign language, K-9)
   g. Public agency referral lists (e.g., Board of Water Supply)
   h. Special resource files
   i. Files necessary for unit recommendation

2. Ability to create and maintain premise information

3. Ability to capture and maintain premise information in user defined categories or types.

4. Ability to define valid date ranges for time limited premise information at a given location (e.g., information valid between <start date> and <end date>) and notify supervisor of pending expiration dates.

5. Ability to define criteria for automatic premise information purges and activate or deactivate this feature.

6. Ability to create sign-on messages for subsequent shifts or individuals.

7. Ability to create and maintain automatic reminders of scheduled activities (radio tests, etc.):
   a. Daily
   b. Weekly
   c. Monthly
   d. Annually
   e. Multiple activities or reminder per time slot

VIDEO (FIXED AND MOBILE)

1. The proposed System should have the ability to display on the map the location of fixed security cameras.

2. The proposed System should have the ability to allow the operator (call taker-dispatcher-supervisor) to view the camera video.

3. The proposed System should have the ability to allow the operator (call taker-dispatcher-supervisor) to interface to PTZ camera control systems.

4. The proposed System should present a single or common camera interface regardless of camera system type.
6. The proposed System should have the ability to display video from in-car video systems.
7. The proposed System should have the ability to allow mobile users access to video from fixed or mobile sources.

NG9-1-1

1. The proposed System should have the ability to accept and associate with the CAD incident any relevant electronic media received from the NG9-1-1 network.
2. The Offeror commits to adhere to NENA i3 or the most current NENA standards in effect at the time of any upgrade, as new features are added to i3 or as new technologies become available.
3. The proposed System should have a seamless workflow to accept multimedia electronic media from the NG9-1-1 network.
4. The proposed System should have the ability to have the NG9-1-1 telephony user screens resident on the same workstation as the CAD.

TRAINING

1. Ability to simultaneously operate a "Training" system. The training system should have identical functionality as the live system but be available for training and scenarios.
2. Ability to simultaneously operate a "Test" system. The test system should be available to test system changes prior to their implementation to the training or live systems.
3. CAD should provide an on-line training database for testing that does not impact the live database. During sign-on the user should be able to select training or live mode.

SYSTEM HARDWARE AND SOFTWARE OBJECTIVES

1. The CAD, RMS and MDS system proposed should be the manufacturer's most recent model available for installation that substantially meets the objectives of this RFP. The Offeror’s Proposal will describe the model proposed for GFD and its associated components. The Offeror’s Proposal will include a configuration diagram as a graphical representation of the proposed System.
2. **Expandable:** The proposed System should be directly expandable by adding, not replacing hardware. The Offeror’s Proposal will describe how the proposed System is expandable in terms of servers, storage, and other system components. The Offeror’s Proposal will also describe the ability to add hardware components without taking the system offline. To optimize the data center environment and management, a blade server solution may be advantageous, but Offerors will describe their optimal proposed solution in the Proposal.
3. **Fault Tolerance for CAD, RMS & MDS Servers:** The proposed CAD, RMS and MDS computer system will be fully redundant and designed for high availability. In an environment in which any incident can potentially develop into a life or death situation, system reliability and availability are paramount. The extremely high reliability achieved by fault tolerance is therefore mandatory. A fault tolerant system is defined as a system that will continue operation despite any single hardware or software failure. This means that all critical system components must have a backup that takes over automatically in the event of failure.

The Offeror’s Proposal will describe the availability architecture of the proposed solution, including database mirroring and failover, network load balancing, exception handling, system logging, and system management. Additionally, the Offeror’s Proposal will describe the redundant and fault tolerant capabilities of the proposed system hardware including servers, storage, and power and networking equipment.

4. **System Uptime:** Because of the critical nature of a CAD, RMS & MDS system, the proposed solution must be operational and functional a minimum 99.999% uptime. Uptime is defined as the availability of the application to the user. Downtime is defined as the unavailability of the application to the user. Extended downtime so that maintenance, upgrades, and application software enhancements can be performed is not acceptable for the new System.

5. **On-Line Maintenance and Repair:** The System should have established maintenance and repair schedules and procedures that can be performed while keeping the processes in operation. Providing cost effective maintenance alternatives will maximize availability of the application. The capability of the proposed System should allow the user to maintain the System using commercially available management tools and without extensive training.

The System must provide for the hot-swap replacement of components. The awarded contractor or any person servicing the System must be able to remove and replace servers, drives, and network components while the application and System remain operational.

6. **Data Communications/Networking:** Data communication is a fundamental component of a CAD, RMS & MDS system. The proposed System should include a robust networking solution that isolates the CAD, RMS & MDS system from the remainder of the network and provides firewall and network intrusion detection and protection to the CAD, RMS & MDS system. The networking solution should be redundant and fault tolerant.

The Offeror's Proposal will describe the network architecture for the proposed solution, including how the CAD, RMS & MDS network is isolated and protected from external threats. The Offeror’s Proposal
will also describe the redundancy and fault tolerance of the proposed network solution.

7. **Environmental Considerations:** The Offeror’s Proposal will describe the proposed System’s environmental operating requirements including operating temperatures, floor space requirements, and power and cooling specifications.

8. **Disaster Recovery:** The awarded contractor will provide the necessary hardware and software for an on-line (hot) disaster recovery system that will be located at a geographically separate site away from the dispatch center or production server location. Disaster recovery fail over to a disaster recovery server should be configurable to be either automatic or initiated by manual operation. The Offeror’s Proposal will describe the proposed disaster recovery solution including data replication, server failover to the disaster recovery site, client failover, and fail back to the primary site.

9. **Information Technology (IT) Infrastructure:** A CAD, RMS and MDS system is expected to be maintained for an extended lifecycle spanning many years. The solution should be based on standard IT components and managed using standard IT tools. The Offeror’s Proposal will describe the proposed System’s utilization of any the following software components utilizing the current release version of:
   a. Microsoft Windows Server® operating system (or an equivalent)
   b. Microsoft SQL Server® database software (or an equivalent)
   c. Microsoft System Center Operations Manager® management software (or an equivalent)
   d. ESRI ArcGIS® geographic information system software & tools (or an equivalent)

**GENERAL REQUIREMENTS FOR OFFEROR**

1. Past Performance: *(For full details see Section I, Instructions to Offerors, Evaluation Factors)* The Offeror shall provide a list of CAD and NG9-1-1 systems installed with points awarded for a history demonstrating:
   a. Three (3) installed NG9-1-1 OR CAD Systems that the Offeror has installed in the past five (5) years within the United States, and/or its Commonwealths/Territories, including Guam.
   b. List shall include the size/scope of the NG9-1-1 system or the CAD system, the government agency name, contact person, telephone number and cutover date.
   c. Preference is for Offerors who have installed NG9-1-1 and integrated CAD systems together in one project.
2. All Offerors and proposed manufacturers should be certified to the ISO 9001:2008 standard or the most current applicable standard.
3. The System proposed shall comply with all current applicable NENA, APCO, FCC, UL, and Telcordia standards.
4. The Offeror’s Proposal shall include ANI/ALI equipment if required to support the Offeror’s proposed System.
5. The Offeror’s Proposal shall include other hardware as required to support the Offeror’s proposed System.
6. The Offeror shall ensure of all components of the proposed System, no single component will create a single point of failure for the System.
7. The Offeror should provide a Project Management Team for program planning, direction, structure and controls in order to provide superior service and to ensure all contract requirements are strictly followed. Once of the awarded contractor’s proposed project manager’s primary duties will be to prepare a comprehensive management plan for technical services staffing. Offeror’s Proposal shall provide an overview of this project management process.
8. The awarded contractor shall have technicians in Guam that are certified by the manufacturer for installation and maintenance support for the CAD solution and are readily available 24 hours per day, 7 days per week, 365 days per year.
9. The Offeror should also have engineers/technicians that have knowledge of GG’s two-way radio dispatch system and recording system, in order to facilitate any integration into these existing systems, as proposed by the Offeror, if such solution is the best option proposed for Guam.
10. The awarded contractor shall have a current valid Guam Business License and Guam Contractor’s License and will provide a copy of such upon issuance of a Notice of Award.

MAINTENANCE AND SERVICES

1. **Net clock for all system components:** The System proposed should have the ability to independently use NTP protocol to maintain clock synchronization with a Master Clock. The awarded contractor shall provide the Net Clock for the proposed System.
2. **System Processors:** The proposed System should have sufficient capability and capacity to provide full system operation for current and future needs of the GG’s access lines at all times, including stand-alone operation without delays in displaying, transferring or ringing. The proposed System server should have sufficient memory and a processor to accomplish the needs of the proposed System now and in the foreseeable future.
3. **Software Updates:** The awarded contractor must provide – at no cost to the Government of Guam – all software releases designed to enhance the proposed System and to keep the proposed System state-of-the-art for a period of not less than three (3) years after any system purchase and/or the expiration of any contract awarded pursuant to this RFP. The
Offeror’s Proposal must describe the software release and support offered by the manufacturer, as well as any known availability and issues related to subsequent or special software releases. The Offeror’s Proposal must describe any specific constraints, terms, or conditions in detail.

4. All software updates or enhancements must be accomplished without taking the System out of service.

5. **System Diagram:** The Offeror’s Proposal shall provide a detailed description and Engineering diagram of the solution to be provided with proposal, including a discussion of the proposed System’s architecture and its ability to provide the Services.

6. **Training:** The awarded contractor shall provide training for the installed System to all Call Takers, Supervisors, Officers-in-Charge, and any pertinent Administrative Staff approved by the Fire Chief. Training should be detailed in the proposal. The Offeror’s Proposal should include a full training curriculum and a description of the level of proficiency expected.

7. **Trouble Reporting:** The Offeror’s Proposal shall provide a narrative concerning the procedures for reporting trouble.

8. **Maintenance:** During the term of the awarded contract, the awarded contractor shall provide on-site maintenance technicians whenever requested by the government of Guam, 24 hours per day, seven days per week, including holidays. Response time shall not exceed 1 hour after notification of a critical nature, and 4 hours for all others. Any on-site troubleshooting and replacement of defective components will be performed by the awarded contractor’s manufactured certified technicians. Twenty-four-hour system monitoring, diagnostics and/or remote diagnostics shall be provided during the first year of the contract after the System is installed and is fully operational. The awarded contractor will be responsible for the cost for connectivity for the monitoring or remote monitoring of the CAD System.

9. **Future Expansion:** The System proposed should be capable of meeting the goals of GFD and the Government of Guam, as well as being capable future expansion in order to meet anticipated future growth. It should be capable of supplying the equipped wired and maximum quantities specified in this document without replacing any in-place common equipment. The System should be installed with adequate processor and hardware to meet this growth. Offerors shall describe the expansion capability of their proposed System and equipment in their Proposals.

10. **System Testing Prior to Cutover and Turnover:** The awarded contractor must thoroughly test the entire System prior to conversion. The awarded contractor shall log all troubles found and make any necessary repairs or adjustments at their cost. These reports shall be submitted to the Government of Guam Project Manager showing all errors found and corrective action taken to resolve troubles. Should
same issues continue, the awarded contractor shall continue to make any necessary repairs or adjustments at no extra cost to GFD or the Government of Guam. The awarded contractor must provide an onsite engineer for at least fourteen (14) days after cutover.

DESIGN AND INSTALLATION SCHEDULE AND SUBMITTALS

For purposes of any awarded contract, the design of the NG9-1-1 and integrated CAD System will not be considered complete until all draft submittal comments have been addressed and the design is completed and submitted to GFD for final approval. The schedule/timeline submitted with Offeror’s Proposal for the design and installation phase of the Services in this RFP shall be finalized and become part of the terms of the contract after award.

AUTHOR AND REFERENCE MATERIALS FOR SCOPE OF SERVICES

This Scope of Services was drafted by Paul Rolinski, Emergency Medical Dispatcher Supervisor, and Lieutenant Phillip Camacho, and approved by GFD Deputy Chief, Joey San Nicolas. The following technical literature and reference materials were utilized in drafting the Scope of Services: NENA website and online CAD specifications.
IV. AFFIDAVIT DISCLOSING OWNERSHIP AND COMMISSIONS (AG Form 002)

CITY OF _____________________ )
) SS.
ISLAND OF GUAM )

A. I, the undersigned, being first duly sworn, depose and say that I am an authorized representative of the Offeror and that [please check only one]:

[ ] The Offeror is an individual or sole proprietor and owns the entire (100%) interest in the offering business.

[ ] The Offeror is a corporation, partnership, joint venture, or association known as

[please state name of Offeror company],

and the persons, companies, partners, or joint venturers who have held more than 10% of the shares or interest in the offering business during the 365 days immediately preceding the submission date of the proposal are as follows [if none, please so state]:

<table>
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<tr>
<th>Name</th>
<th>Address</th>
<th>% of Interest</th>
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B. Further, I say that the persons who have received or are entitled to receive a commission, gratuity or other compensation for procuring or assisting in obtaining business related to the bid or proposal for which this affidavit is submitted are as follows [if none, please so state]:

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<tr>
<th>Name</th>
<th>Address</th>
<th>Compensation</th>
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C. If the ownership of the offering business should change between the time this affidavit is made and the time an award is made or a contract is entered into, then I promise personally to update the disclosure required by 5 GCA §5233 by delivering another affidavit to the government.

____________________________________
Signature of one of the following:
Offeror, if the Offeror is an individual;
Partner, if the Offeror is a partnership;
Officer, if the Offeror is a corporation.

Subscribed and sworn to before me this ______ day of ______________, 20___.

____________________________________
NOTARY PUBLIC
My commission expires: ______________

AG Procurement Form 002 (Rev. Nov. 17, 2005)
V. AFFIDAVIT RE: NON-COLLUSION (AG Form 003)

CITY OF ______________________)

) SS.

ISLAND OF GUAM )

______________________________________________ [state name of affiant signing below], being first duly sworn,
deposes and says that:

1. The name of the offering company or individual is [state name of company]

______________________________________________.

2. The proposal for the solicitation identified above is genuine and not collusive or a sham. The Offeror has not colluded, conspired, connived or agreed, directly or indirectly, with any other offeror or person, to put in a sham proposal or to refrain from making an offer. The Offeror has not in any manner, directly or indirectly, sought by an agreement or collusion, or communication or conference, with any person to fix the proposal price of Offeror or of any other offeror, or to fix any overhead, profit or cost element of said proposal price, or of that of any other offeror, or to secure any advantage against the government of Guam or any other offeror, or to secure any advantage against the government of Guam or any person interested in the proposed contract. All statements in this affidavit and in the proposal are true to the best of the knowledge of the undersigned. This statement is made pursuant to 2 GAR Division 4 § 3126(b).

3. I make this statement on behalf of myself as a representative of the Offeror, and on behalf of the Offeror’s officers, representatives, agents, subcontractors, and employees.

______________________________________________

Subscribed and sworn to before me this _____ day of _____________, 201__.

______________________________________________ NOTARY PUBLIC My commission expires

________________________. ____.

AG Procurement Form 003 (Jul. 12, 2010)
VI. AFFIDAVIT RE: NO GRATUITIES OR KICKBACKS
(AG Form 004)

CITY OF _____________________ )
) SS.
ISLAND OF GUAM )

A. I, the undersigned, being first duly sworn, depose and say that I am an authorized representative of the Offeror and that [please check only one]:

[ ] The Offeror is an individual or sole proprietor and owns the entire (100%) interest in the offering business.

[ ] The Offeror is a corporation, partnership, joint venture, or association known as [please state name of Offeror company], and the persons, companies, partners, or joint venturers who have held more than 10% of the shares or interest in the offering business during the 365 days immediately preceding the submission date of the proposal are as follows [if none, please so state]:

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<thead>
<tr>
<th>Name</th>
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B. Further, I say that the persons who have received or are entitled to receive a commission, gratuity or other compensation for procuring or assisting in obtaining business related to the bid or proposal for which this affidavit is submitted are as follows [if none, please so state]:

<table>
<thead>
<tr>
<th>Name</th>
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</table>

C. If the ownership of the offering business should change between the time this affidavit is made and the time an award is made or a contract is entered into, then I promise personally to update the disclosure required by 5 GCA §5233 by delivering another affidavit to the government.

Signature of one of the following:
Offeror, if the Offeror is an individual;
Partner, if the Offeror is a partnership;
Officer, if the Offeror is a corporation.

Subscribed and sworn to before me this ___ day of ____________, 20___.

__________________________________
NOTARY PUBLIC
My commission expires: ____________

AG Procurement Form 002 (Rev. Nov. 17, 2005)
VII. AFFIDAVIT RE: ETHICAL STANDARDS (AG Form 005)

CITY OF ___________________) ss.
ISLAND OF GUAM )

_______________________________________[state name of affiant signing below], being first duly sworn, deposes and says that:

The affiant is __________________________________ [state one of the following: the Offeror, a partner of the Offeror, an officer of the Offeror] making the foregoing identified bid or proposal. To the best of affiant’s knowledge, neither affiant nor any officers, representatives, agents, subcontractors or employees of Offeror have knowingly influenced any government of Guam employee to breach any of the ethical standards set forth in 5 GCA Chapter 5, Article 11. Further, affiant promises that neither he or she, nor any officer, representative, agent, subcontractor, or employee of Offeror will knowingly influence any government of Guam employee to breach any ethical standards set forth in 5 GCA Chapter 5, Article 11. These statements are made pursuant to 2 GAR Division 4 § 11103(b).

_________________________________________
Signature of one of the following:
Offeror, if the Offeror is an individual;
Partner, if the Offeror is a partnership;
Officer, if the Offeror is a corporation.

Subscribed and sworn to before me
this _____ day of ________________, 201__.

________________________________________
NOTARY PUBLIC
My commission expires ________________, ______.

AG Procurement Form 005 (Jul. 12, 2010)
VIII. DECLARATION RE: COMPLIANCE WITH U.S. DOL WAGE DETERMINATION (AG Form 006)

Procurement No.: _______________________

Name of Offeror Company: ____________________________________________

I, ___________________________________________________ hereby certify under penalty of perjury:

(1) That I am __________________________ [please select one: the Offeror, a partner of the Offeror, an officer of the Offeror] making the bid or proposal in the foregoing identified procurement;
(2) That I have read and understand the provisions of 5 GCA § 5801 and § 5802 which read:

§ 5801. Wage Determination Established.

In such cases where the government of Guam enters into contractual arrangements with a sole proprietorship, a partnership or a corporation ("contractor") for the provision of a service to the government of Guam, and in such cases where the contractor employs a person(s) whose purpose, in whole or in part, is the direct delivery of service contracted by the government of Guam, then the contractor shall pay such employee(s) in accordance with the Wage Determination for Guam and the Northern Mariana Islands issued and promulgated by the U.S. Department of Labor for such labor as is employed in the direct delivery of contract deliverables to the government of Guam.

The Wage Determination most recently issued by the U.S. Department of Labor at the time a contract is awarded to a contractor by the government of Guam shall be used to determine wages, which shall be paid to employees pursuant to this Article. Should any contract contain a renewal clause, then at the time of renewal adjustments, there shall be made stipulations contained in that contract for applying the Wage Determination, as required by this Article, so that the Wage Determination promulgated by the U.S. Department of Labor on a date most recent to the renewal date shall apply.

§ 5802. Benefits.

In addition to the Wage Determination detailed in this Article, any contract to which this Article applies shall also contain provisions mandating health and similar benefits for employees covered by this Article, such benefits having a minimum value as detailed in the Wage Determination issued and promulgated by the U.S. Department of Labor, and shall contain provisions guaranteeing a minimum of ten (10) paid holidays per annum per employee.

(3) That the Offeror is in full compliance with 5 GCA § 5801 and § 5802, as may be applicable to the procurement referenced herein;
(4) That I have attached the most recent wage determination applicable to Guam issued by the U.S. Department of Labor. [INSTRUCTIONS - Please attach!]

____________________________________ Signature

AG Procurement Form 006 (Feb. 16, 2010)
IX. AFFIDAVIT RE: CONTINGENT FEES (AG Form 007)

CITY OF ____________ )

ISLAND OF GUAM ) ss.

_______________________________ [state name of affiant signing below], being first duly sworn, deposes and says that:

1. The name of the offering company or individual is [state name of company] ____________________________.

2. As a part of the offering company’s bid or proposal, to the best of my knowledge, the offering company has not retained any person or agency on a percentage, commission, or other contingent arrangement to secure this contract. This statement is made pursuant to 2 GAR Division 4 11108(f).

3. As a part of the offering company’s bid or proposal, to the best of my knowledge, the offering company has not retained a person to solicit or secure a contract with the government of Guam upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies for the purpose of securing business. This statement is made pursuant to 2 GAR Division 4 11108(h).

4. I make these statements on behalf of myself as a representative of the Offeror, and on behalf of the Offeror’s officers, representatives, agents, subcontractors, and employees.

________________________________________
Signature of one of the following:
Offeror, if the Offeror is an individual;
Partner, if the Offeror is a partnership;
Officer, if the Offeror is a corporation

Subscribed and sworn to before me

this ____ day of _____________, 201__.

_______________________________________
NOTARY PUBLIC
My commission expires _____________, ____.

AG Procurement Form 007 (Jul. 15, 2010)
X. CERTIFICATION OF NON-EMPLOYMENT OF CONVICTED SEXUAL OFFENDERS

CERTIFICATION OF NON-EMPLOYMENT OF CONVICTED SEXUAL OFFENDERS

Pursuant to Guam Public Law 28-24, as amended by Guam Public Law 28-98, if a contract for services is awarded to an Offeror, then the service provider must warrant that no person in its employment who has been convicted of a sex offense under the provisions of Chapter 25 of Title 9 of the Guam Code Annotated or of an offense defined in Article 2 of Chapter 28 of Title 9 of the Guam Code Annotated, or who has been convicted in any other jurisdiction of an offense with the same elements as heretofore defined, or who is listed on the Sex Offender Registry, shall provide services on behalf of the service provider while on government of Guam property, with the exception of public highways. If any employee of a service provider is providing services on government property and is convicted subsequent to an award of a contract, then the service provider warrants that it will notify the GFD of the conviction within twenty-four hours of the conviction and will immediately remove such convicted person from providing services on government of Guam property. If the service provider is found to be in violation of any of the provisions of this paragraph, then the GFD will give notice to the service provider to take corrective action. The service provider shall take corrective action within twenty-four hours of notice from the GFD, and the service provider shall notify the GFD when action has been taken. If the service provider fails to take corrective steps within twenty-four hours of notice from the GFD, then the GFD in its sole discretion may suspend temporarily any contract for services.

I, ____________________________ being a duly authorized representative of the Offeror, (print name) acknowledge the requirements described above, have ensured that the Proposal as submitted addresses these requirements, and certify that if awarded the contract, the Offeror will follow these mandates.

_________________________________    ________________________
(Signature)      (Date)

(Company Name)

(Title)
XI. U.S. DEPARTMENT OF LABOR WAGE AND BENEFIT DETERMINATION (SCA)

WD 15-5693 (Rev.-6) was first posted on www.wdol.gov on 01/16/2018

Note: Under Executive Order (EO) 13658, an hourly minimum wage of $10.35 for calendar year 2018 applies to all contracts subject to the Service Contract Act for which the contract is awarded (and any solicitation was issued) on or after January 1, 2015. If this contract is covered by the EO, the contractor must pay all workers in any classification listed on this wage determination at least $10.35 per hour (or the applicable wage rate listed on this wage determination, if it is higher) for all hours spent performing on the contract in calendar year 2018. The EO minimum wage rate will be adjusted annually. Additional information on contractor requirements and worker protections under the EO is available at www.dol.gov/whd/govcontracts

States: Guam, Northern Marianas, Wake Island
Area: Guam Statewide
Northern Marianas Statewide
Wake Island Statewide

**Fringe Benefits Required Follow the Occupational Listing**

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16040 - Dry Cleaner 11.30
16070 - Finisher, Flatwork, Machine 9.78
16090 - Presser, Hand 9.78
16110 - Presser, Machine, Drycleaning 9.78
16130 - Presser, Machine, Shirts 9.78
16160 - Presser, Machine, Wearing Apparel, Laundry 9.78
16190 - Sewing Machine Operator 11.94
16220 - Tailor 12.44
16250 - Washer, Machine 10.24
19000 - Machine Tool Operation and Repair Occupations
19010 - Machine-Tool Operator (Tool Room) 16.17
19040 - Tool and Die Maker 20.32
21000 - Materials Handling And Packing Occupations
21020 - Forklift Operator 13.96
21030 - Material Coordinator 20.05
21040 - Material Expediter 20.05
21050 - Material Handling Laborer 11.37
21071 - Order Filler 9.66
21080 - Production Line Worker (Food Processing) 13.96
21110 - Shipping Packer 13.33
21130 - Shipping/Receiving Clerk 13.33
21140 - Store Worker I 13.93
21150 - Stock Clerk 19.55
21210 - Tools and Parts Attendant 13.96
21410 - Warehouse Specialist 13.96
23000 - Mechanics and Maintenance and Repair Occupations
23010 - Aerospace Structural Welder 20.69
23019 - Aircraft Logs and Records Technician 16.09
23021 - Aircraft Mechanic I 19.70
23022 - Aircraft Mechanic II 20.69
23023 - Aircraft Mechanic III 21.74
23040 - Aircraft Mechanic Helper 13.70
23050 - Aircraft, Painter 18.50
23060 - Aircraft Servicer 16.09
23070 - Aircraft Survival Flight Equipment Technician 18.50
23080 - Aircraft Worker 17.38
23091 - Aircrew Life Support Equipment (ALSE) Mechanic I 17.38
23092 - Aircrew Life Support Equipment (ALSE) Mechanic II 19.70
23110 - Appliance Mechanic 16.17
23120 - Bicycle Repairer 11.78
23125 - Cable Splicer 18.67
23130 - Carpenter, Maintenance 14.09
23140 - Carpet Layer 15.12
23160 - Electrician, Maintenance 17.68
23181 - Electronics Technician Maintenance I 15.12
23182 - Electronics Technician Maintenance II 16.17
23183 - Electronics Technician Maintenance III 18.31
23260 - Fabric Worker 14.07
23290 - Fire Alarm System Mechanic 15.43
23310 - Fire Extinguisher Repairer 13.03
23311 - Fuel Distribution System Mechanic 17.22
23312 - Fuel Distribution System Operator 13.03
23370 - General Maintenance Worker 11.96
23380 - Ground Support Equipment Mechanic 19.70
23381 - Ground Support Equipment Servicer 16.09
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23391 - Gunsmith I 13.03
23392 - Gunsmith II 15.12
23393 - Gunsmith III 17.22
23410 - Heating, Ventilation And Air-Conditioning Mechanic 16.58
23411 - Heating, Ventilation And Air Conditioning Mechanic (Research Facility) 17.63
23430 - Heavy Equipment Mechanic 17.27
23440 - Heavy Equipment Operator 16.21
23460 - Instrument Mechanic 17.22
23465 - Laboratory/Shelter Mechanic 16.17
23470 - Laborer 11.37
23510 - Locksmith 16.17
23530 - Machinery Maintenance Mechanic 19.12
23550 - Machinist, Maintenance 17.22
23580 - Maintenance Trades Helper 9.92
23591 - Metrology Technician I 17.22
23592 - Metrology Technician II 18.31
23593 - Metrology Technician III 19.39
23640 - Millwright 17.22
23710 - Office Appliance Repairer 15.82
23760 - Painter, Maintenance 13.95
23790 - Pipefitter, Maintenance 17.47
23810 - Plumber, Maintenance 16.40
23820 - Pneumatic Systems Mechanic 17.22
23850 - Rigger 17.22
23870 - Scale Mechanic 15.12
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23965 - Well Driller 17.22
23970 - Woodcraft Worker 17.22
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24000 - Personal Needs Occupations 14.15
24550 - Case Manager 10.09
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24610 - Chore Aide 14.15
24620 - Family Readiness and Support Services Coordinator 16.12
25000 - Plant and System Operations Occupations
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<td>Vending Machine Repairer Helper</td>
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<td></td>
</tr>
</tbody>
</table>

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Note: Executive Order (EO) 13706, Establishing Paid Sick Leave for Federal Contractors, applies to all contracts subject to the Service Contract Act for which the contract is awarded (and any solicitation was issued) on or after January 1, 2017. If this contract is covered by the EO, the contractor must provide employees with 1 hour of paid sick leave for every 30 hours they work, up to 56 hours of paid sick leave each year. Employees must be permitted to use paid sick leave for their own illness, injury or other health-related needs, including preventive care; to assist a family member (or person who is like family to the employee) who is ill, injured, or has other health-related needs, including preventive care; or for reasons resulting from, or to assist a family member (or person who is like family to the employee) who is the victim of, domestic violence, sexual assault, or stalking. Additional information on contractor requirements and worker protections under the EO is available at www.dol.gov/whd/govcontracts.

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: $4.41 per hour or $176.40 per week or $764.40 per month

HEALTH & WELFARE EO 13706: $4.13 per hour, or $165.20 per week, or $715.87 per month

*This rate is to be used only when compensating employees for performance on an SCA-covered contract also covered by EO 13706, Establishing Paid Sick Leave for Federal Contractors. A contractor may not receive credit toward its SCA obligations for any paid sick leave provided pursuant to EO 13706.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; and 4 weeks after 3 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year’s Day, Martin Luther King Jr.’s Birthday, Washington’s Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans’ Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:
1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than $27.63 (or on a salary or fee basis at a rate not less than $455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds $27.63 per hour conformance may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;
2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;
3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or
4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

** HAZARDOUS PAY DIFFERENTIAL **

An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dyeing, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving re-grading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

** UNIFORM ALLOWANCE **
If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of $3.35 per week (or $.67 cents per day). However, in those instances where the uniforms furnished are made of “wash and wear” materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

** SERVICE CONTRACT ACT DIRECTORY OF OCCUPATIONS **

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition (Revision 1), dated September 2015, unless otherwise indicated.

** REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE, Standard Form 1444 (SF-1444) **

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination (See 29 CFR 4.6(b)(2)(i)). Such conforming procedures shall be initiated by the contractor prior to the performance of contract work by such unlisted classification(s) of employees (See 29 CFR 4.6(b)(2)(ii)). The Wage and Hour Division shall make a final determination of conformed classification, wage rate, and/or fringe benefits which shall be paid to all employees performing in the classification from the first day of work on which contract work is performed by them in the classification. Failure to pay such unlisted employees the compensation agreed upon by the interested parties and/or fully determined by the Wage and Hour Division retroactive to the date such class of employees commenced contract work shall be a violation of the Act and this contract. (See 29 CFR 4.6(b)(2)(v)). When multiple wage determinations are included in a contract, a separate SF-1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).

2) After contract award, the contractor prepares a written report listing in order the proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the
agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.

3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency’s recommendations and pertinent information including the position of the contractor and the employees, to the U.S. Department of Labor, Wage and Hour Division, for review (See 29 CFR 4.6(b)(2)(ii)).

4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour Division’s decision to the contractor.

6) Each affected employee shall be furnished by the contractor with a written copy of such determination or it shall be posted as a part of the wage determination (See 29 CFR 4.6(b)(2)(iii)).

Information required by the Regulations must be submitted on SF-1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" should be used to compare job definitions to ensure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination (See 29 CFR 4.152(c)(1)).
XII. SUBCONTRACTOR UTILIZATION FORM

RFP NO.________________
PROJECT TITLE:__________________________

NAME OF PRIME OFFEROR:________________
E-MAIL ADDRESS:________________________

ADDRESS:__________________________________

TELEPHONE NO.:__________________________
FAX NO.:__________________________________

The following subcontractors¹ (if known at the time of proposal submission) will be used on this Project (continue list on additional page if necessary):

<table>
<thead>
<tr>
<th>COMPANY NAME, ADDRESS, PHONE NUMBER, AND E-MAIL ADDRESS</th>
<th>TYPE OF WORK TO BE PERFORMED</th>
<th>ESTIMATED DOLLAR AMOUNT OF SUBCONTRACT</th>
</tr>
</thead>
</table>

I certify under penalty of perjury that the foregoing statements are true and correct. In the event that substitution or replacement of a subcontractor is required, I will adhere to the substitution or replacement requirements of the Government of Guam.

_____________________________                 __________________________
Signature of Offeror (Prime Contractor)                              Date

_____________________________                 __________________________
Print Name                                                                           Title

¹ Subcontractor is defined as a company, firm, joint venture, or individual who enters into an agreement with a contractor to provide services to a prime contractor or higher tier subcontractor under a contract awarded or to be awarded by the Government of Guam.